

MORNING CMO REPORT

10.26.2016

FROM THE DESK OF:

Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

Direct Admissions and Transfers to the Department of Medicine (Downtown)

[Applies to Downtown Physicians](#)

Please see the following message from Dr. Stephen Knohl regarding new procedures for direct admissions to Medicine on the Downtown campus:

Dept of Medicine
Informational

- *For patients requiring direct admission by any faculty member within the Department of Medicine*, the requesting faculty member (or designee) is to arrange for the direct admission by contacting the UH Admissions Office (464-5280). The patient may be admitted under the requesting provider's name. Once the admission has been arranged, the requesting provider (or designee) should contact the MAR (441-8532) and provide details about the patient. Once the patient is physically in the hospital, the MAR (or another designated house officer) will admit the patient and change the admitting provider to one of our inpatient team attendings.

-*For patients requiring direct admission to the DOM by a faculty member from another Department (i.e. Surgery, Neurology, Psychiatry, etc.)*, it is expected that the admission be arranged at a faculty level...the MAR is not expected to make determinations of appropriateness of admission and, thus, if called by the non-DOM faculty member, the MAR will kindly redirect them to the Hospitalist assigned to inter-facility transfers for the day. If the Hospitalist decides the patient requires urgent attention, the patient will be directed to the ED; otherwise, the Hospitalist will contact Admissions to arrange for the admission. After the arrangements have been made, the Hospitalist will contact the MAR and provide details about the patient so that the admission to our Department can be facilitated and the appropriate inpatient attending assigned.

-*For patients hospitalized at UH Downtown Campus requiring transfer to the DOM from another Department's service:*

*If an ICU-level patient, the MICU service is responsible for seeing the patient and arranging for the transfer if deemed appropriate.

*If a non-ICU level patient, the Med Consult service is responsible for seeing the patient and arranging for the transfer if appropriate.

*Of note, Psychiatry and PM&R inpatients are administratively discharged (by their service) and admitted (by our service); they are not considered transfers.

-*For patients hospitalized at UH Community Campus requiring transfer to the UH Downtown Campus*, the MAR (for floor patients) or MICU/CCU (for ICU/CCU patients) should be contacted by the accepting Downtown faculty member to alert them to the pending transfer.

ALERT-Highest priority emergency communication; warrants immediate action or attention by the recipient.

HIGH ADVISORY-High priority does not warrant immediate action but recipients should be aware.

ADVISORY-Provides very important information for a specific incident or situation that does not require immediate action.

UPDATES TO ALERTS AND ADVISORIES-Provides updated information regarding an incident or situation; unlikely to require immediate action.

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Epic Upgrade: MyChart and Labs (Ambulatory Change) [Applies to All Physicians](#)

EPIC
Informational

With the new Epic upgrade, ambulatory tests (labs, radiology, pathology, etc.) will have a new option at the time they are ordered. Currently, all labs release to MyChart (3 days for lab tests, 14 for radiology and pathology). With the update, you will now have the option to mark a result as sensitive and hold it from release until you have had a chance to review it and then release it.

This feature will allow you a nuanced position on lab release instead of the global “all at once” position that now exists. Because of this, the ambulatory governing committee has chosen to make automatic test release sooner by default. Starting in December, radiology and pathology results will default to release in 7 days.

Please note- this new feature is only to give you a little extra time to review a result, get a second opinion, etc. You should use this feature sparingly and should release the result at the earliest possible time. If you hold results, release should be part of your daily workflow. Our patients are quickly adopting to MyChart and receiving their test results has become expected by them. They become quite frustrated with their results are not available to them. Indeed, many will use MyChart to share information with other providers and rely on the full testing record to be there.

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Outstanding Physician Comments

[Applies to All Physicians](#)

Each week we receive written comments from our patients regarding the care we provide within the Hospital. Below are this week's comments from grateful patients receiving care on the units and clinics at Upstate:

Comments
Informational

Center for Children's Surgery – Dr. Mason was wonderful!

Dr. Wali - very friendly and easy to talk to. Cared very much for my child.

Upstate Outpatient Surgery Center – Dr. Quigley was understanding.; took the time to explain everything and was very patient.

Radiology CG– I had a wonderful Dr. Zhang. He was professional and clear spoken and caring.

Of all the contacts, Dr. Zhang was the best as he instilled my confidence with information and skill.

The Surgery Center - CG– Dr. Greco did an amazing job.

Dr. Quetell best surgeon ever.

Dr. Sopp made me feel comfortable and in good hands!

Breast Imaging – Dr. Swan was great; made me feel at ease during the procedure.

Thoracic Oncology Program – Dr. Sah is amazing and I have been very happy with him and his care.

7A – Drs. Sharma and Hegazy were wonderful!

5B – Dr. Baker because of his concern and kindness for me and others. He has a gentle spirit!

Urology – Dr. Bratslavsky ALWAYS take s so much time to LISTEN to me no matter how extreme BUSY he is. He is so PATIENT and respectful. Excellent.

Dr. Bratslavsky walked through his waiting room and looked over at me and had a big smile on his face and waved to me!

Dr. Bratslavsky is a blessing in my life!

Dr. Ginzburg was very knowledgeable and nice.

Adult Medicine –Dr. Fisher – excellent care and manner of follow up to my concerns.

Dr. Nickerson was patient and listened when you have a problem.

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Breast Care Center –Dr. Albert – his knowledge and caring.

Surgery UH –Dr. Wallen and his staff were very courteous and concerned; they are all easy to talk to and explain things in easy terms.

University Cardiology – Dr. Szombathy – his bedside manner is wonderful; he shows true concern for me at all visits.

Upstate Pediatrics –Dr. Sisskind is always great! We love her!

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