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for Asante Employees

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ASANTE® News

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Go-Live for Epic Upgrade Less than Two Weeks Away

Asante's Epic medical records system will be upgraded to the latest version on Saturday, Feb. 7, and the Information Technology Services Department is alerting users that the changeover will cause some disruptions.



“While the system-wide impact will not be as far reaching as it was during the (original) Epic implementation, many of the same processes, education and dedicated resources will be required to ensure the Epic upgrade goes as smoothly as possible,” the ITS Department said in a recent email. “Epic implementation requires the support of every department at Asante.”

Most Asante-managed desktop and laptop computers – including computer carts – at all Asante facilities will be rebooted beginning at 2 a.m. on Wednesday, Jan. 28. During the reboot, all supporting systems will be brought up to compatible levels for the Feb. 7 upgrade to Epic 2014 – the most recent version of the medical records software.

Epic, a privately-held company, provides software systems that hold the medical records of 54 percent of patients across the U.S.

Asante employees are being asked to close out of all applications and logout of their computers before leaving for the day on Tuesday, Jan. 27. Those who work the night shift are asked to logout of their computers by 1:55 a.m., and wait for workstations to finish rebooting before using them again. The reboots are expected to take about 15 minutes per workstation.

The second round of computer down-time will be for the Epic upgrade itself – about four hours, beginning at 1 a.m. on Saturday, Feb. 7

During the upgrade, all Epic users should use the Epic Downtime Mode – a read-only version of Epic that is available on all Epic computers.

The ITS Department's Epic Command Center will be staffed 24 hours per day on Saturday and Sunday, Feb. 7 and 8, and until about 10 p.m. on Monday, Feb. 9.

For help with Epic issues, call the Asante Help Desk at 541-789-4141 (14141) and select option “1” to speak with someone from the Epic triage team. For help with other issues, call the Help Desk at 541-789-4141 (14141). Questions about the Epic 2014 upgrade should be e-mailed to epic2014.questions@asante.org.

Training in the new version of Epic is in progress for nursing staff members – those who need the training have been notified. Other Epic users will receive flyers, a tips sheet and training on an as-needed basis.

Training materials are [available on myAsanteNET](#), and a summary of enhancements in the new version of Epic are [also available online](#).

Asante News is published every Monday. Deadline for submission of articles is every Thursday. Send via e-mail to asantenews@asante.org.
Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.