

## FAQ

### Computerized Provider Order Entry (CPOE) and Electronic Documentation

**Q: What is Canopy?**

**A:** Canopy is Carolinas HealthCare System's electronic medical record program, formerly called EPACT. It is one of our most critical strategic initiatives and a significant leap forward to bolster our ability to improve clinical outcomes, ensure patient safety and enhance our delivery of quality care through technology.

**Q: What is included in the next phase of the Canopy program?**

**A:** All physicians and mid-level providers will use the electronic system for tasks such as CPOE, Medication Management and Structured Electronic Documentation.

**Q: Will Transcription Services change with the implementation of the structured electronic documentation mentioned above?**

**A:** No, Transcription Services will not change. Whatever is dictated now may be dictated on and after conversion to CPOE. The expectation is that dictation will not increase and will decrease over time.

**Q: Will the Verbal Order policy change with the implementation of electronic order entry?**

**A:** With the activation of CPOE verbal orders will be allowed only in specific situations. i.e. the provider is scrubbed in for surgery or in the middle of an emergent situation. Codes will stay on paper.

**Q: Will Telephone Orders still be used?**

**A:** Yes, in situations where the provider doesn't have access to a computer to enter the orders. It is the expectation that if a provider is in the facility or remote with access to a computer, the orders will be entered by the provider and not called into the unit via the phone.

**Q: Can customizations to orders or documentation be shared?**

**A:** Currently there are few instances where customizations made by providers can be shared electronically. Any group may develop a template and share it amongst the group for individual customization.

**Q: Is there voice recognition software available for completing electronic documentation?**

**A:** Yes, Dragon is the voice recognition software used enterprise-wide. CHS has purchased version 10.5 which allows providers to use Dragon from multiple devices within the hospital. There will be designated stationary provider workstations that will have microphones attached. These microphones are the same as those used in the offices. Remember – the more you train and use Dragon the better the results.

**Q: How will providers receive support during and after the conversion to CPOE and electronic structured documentation?**

**A:** The support strategy at conversion is to place a dedicated resource at each nursing station. More than one resource will be dedicated to large nursing stations and locations with dictation areas and physician lounges. This support will continue around the clock, at a minimum of 2 weeks post conversion. Ongoing support will be available in the facility from dedicated support staff or via phone or pager.

**Q: How should providers prepare for this?**

**A:** All providers will be required to attend mandatory classes before the system is live. To schedule: call 704-512-6000 Monday – Friday, 9am – 5pm.

**Q: Will providers be able to complete education while waiting for the credentialing process to complete?**

**A:** Yes, providers who will practice at a CHS facility are encouraged to attend education prior to the completion of credentialing. There maybe some setup in the Production Environment which cannot be completed during education and will happen when credentialing is complete.

**Q: Do I need to take the course in pre-requisite order?**

**A:** Yes, the concepts build on each class

**Q: Will I remember all of this information if I take my classes early?**

**A:** You will have access to a Training environment to keep up your skills, as well as access to set up your own Powerplan Favorites and Pre-completed PowerNotes in Production during and after the completion of the final class.

**Q: Why do I have to take all three classes and why twelve hours?**

**A:** The three classes highlight all of the NEW functionality that will be added when your facility converts to CPOE. Careful consideration has been given to all audiences in the classes based off of current and future state workflows per specialty area. The EMR education will be necessary for you to be clinically active in any capacity after conversion. We will no longer maintain any paper processes to support provider orders or documentation after that date. Taking the education is actually the most time and efficient way of gaining proficiency with the system. We have settled on twelve hours based on what has worked for other organizations similar to CHS. This was also the education time recommended by providers that have participated in our pilot classes and education development process.

**Q: Why am I required to take 8hrs of education rather than the 12 hours?**

**A:** This is because you are an active user at one of our Ambulatory practices of PowerNote, Dragon and Problem Lists. All other items in the education are new.

**Q: Do you think class will end early?**

**A:** No. We have tried to plan each class accurately down to the minute so that we make the most of everyone's time.

**Q: If I already know the material that is being taught, why am I required to stay?**

**A:** The material in these classes is **new** to everyone at CHS. Even if this application has been used by a provider at another healthcare system, we have customized everything for CHS. Many items will be different and education will be necessary so that everyone can have the most frustration-efficient time with the go-live.

**Q: If I have had previous Provider Education, am I still required to take these classes?**

**A:** Yes, you are required to take the classes.

**Q: How can I find the class schedule?**

**A:** <http://www.carolinas.org/canopytraining>

**Q: How do I know which class dates/times are still available?**

**A:** The schedule is updated daily and includes class capacity/availability information.

**Q: How can I access the education schedule from People Connect?**

**A:** People Connect>In Person & Online Classes>Provider Education Link near bottom of page