

Workflow Limitations During the Transparent Upgrade Lockdown – Oct 6-11

Salem Health is using the transparent upgrade process to upgrade to the new version of Epic. During the "transparent lockdown" period before the system downtime for the upgrade, you'll notice that you can't make changes that customize certain aspects of your workflows. This is because the transparent upgrade process is updating related data behind the scenes while you continue to use the system. **For Salem Health, the transparent lockdown period will start on October 6th at 9 a.m. and end after Epic Production is upgraded on October 11th.**

Temporarily Unavailable Customization Options

There are some common workflow customization options that are temporarily unavailable during the lockdown.

Applying filters in Chart Review

An error message appears when you try to create a new filter in Chart Review or try to edit a filter that is already used in Chart Review.

What to do: If you see an error message when attempting to add or edit a filter, close the error message and continue your workflow. The changes that you made before the error message appeared aren't applied to Chart Review. Use Chart Review as it is currently set up and make any needed changes after the upgrade.

Applying filters in workqueues

An error message appears when you try to add a new filter to one of your workqueues or try to edit a filter that is already used on a workqueue.

The following workqueues are affected:

- Bridges: interface error workqueues
- Cadence and Radiant: schedule orders workqueues
- Charge Router: review workqueues and error pools
- Deficiency Tracking: chart analysis and deficiency workqueues
- Prelude: patient workqueues
- Referrals: referral workqueues
- Release of Information: release workqueues
- All Hospital and Professional Billing workqueues
- Unable to create new Hospital Billing Queries


What to do: If you see an error message when attempting to add or edit a filter, close the error message and continue your workflow. The changes that you made before the error message appeared aren't applied to your workqueue. Use your workqueues as they're currently set up and make any needed changes after the upgrade.

Creating or editing SmartPhrases and SmartLinks

During the lockdown, you won't be able to create new SmartLinks and SmartPhrases or edit your existing ones.

What to do: Type the text that you want to appear instead.

Personalizing dashboards

After you click  and update settings or edit the components of a Radar dashboard, an error message appears when you click Accept.

What to do: Close the error message and continue working in Hyperspace. You won't be able to make your changes until after the upgrade.

Creating, Editing, and Sharing NoteWriter Macros

If you click attempt to create a macro or save changes to a macro during the lockdown, an error message appears.

Additionally, the Owners/Users tab in the SmartBlock Macro Editor is read-only during the lockdown, so you can't add owners or users for the macro.

What to do: Wait to make your changes, create macros, or share macros until after the upgrade.

Creating or editing QuickActions

When you create or edit a QuickAction in In Basket, an error message appears indicating that the QuickAction is locked. Note that there are two different error messages that can appear.

What to do: Wait until after the upgrade to create a new QuickAction. Continue to complete the action as you did previously. If you need to edit a QuickAction before using it again, you might need to complete the action without using the QuickAction until after the upgrade.

Saving SlicerDicer Sessions

When you save a SlicerDicer population or session, an error message appears when you click Save Session, and the session isn't saved.

What to do: Continue working in SlicerDicer, but be aware that you can't save your work until after the upgrade.

If you have questions

If you have questions or encounter any issues completing a workflow during the lockdown, contact the Solution Center at 4-HELP (4-4357).