Web Station for Physician (WSP) Response Team  
Effective October 1, 2013

The Web Station for Physicians (WSP) Response team is being developed in response to Physician concerns regarding seeking assistance with the electronic medical record (EMR). This team is being implemented to address Physician EMR issues as quickly and efficiently as possible. Three processes have been established to assist in delivering quicker response times.  
Call 989-894-3900  
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Order Sets  
Many internal workflows have been adjusted to enhance the use of CPOE.  

It is our intent to limit obsolescing your favorite order sets. Thus, changes will be made to an inactive version and activated on the 1st of each month. On occasion, order sets may need to be activated immediately for patient safety reasons. We will share the list of order sets we will be obsolescing in this newsletter as well as a brief summary of the changes made.

Conv Order sets have been renamed to enhance the ability to search and filter your request for specific ordersets. Similar conv medication ordersets have been combined

To search for previously named CONV order set:  
Search using the actual name of the orderset, (transfusion of blood, wound, Common labs)  
or  
Search by entering Prot for protocols ordersets (electrolyte replacement, pressure reduction protocol)  
or  
Search by entering Spec for Speciality ordersets (Internal Med, Pulmonary, Physiatry, Plastic Surgery)  
or  
Search by entering Resp for Respiratory ordersets (Ventilator change, Ventilator bundle)  
or  
Search by entering Proc for procedures Order sets (balloon pump, Cardioversion, Dialysis)  

An updated table of content will be created for your ease of use and will be available within the week. Ask a clerk or any nurse if you need help in locating an up to date copy.
List of Changes to Order Sets

**Changes requested**
to be activated Oct 1, 2013

- PostOp Ortho - updated
- PostOp Rotator Cuff - updated
- PostOp Total/Fracture knee hip ankle - updated
- Conv Common lab - updated
- PostOp Thoracotomy - updated
- Proc Cardioversion Tee - added procedures
- PostOp Cardiac Cath - labs updated
- Admit to Telemetry - echo added
- Admit to Rehab - updated
- Discharge Heart Failure - corrected
- ED Bridging - updated, time limited

**Medication adjustments**

- PROC-Hemodialysis
- DKA
- CONV-Gift of Life
- ANES-OB Epidural
- Postop - Interventional Radiology Procedures
- CONV-Steroid Tapering

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**New Order Sets**

- PostOp Facial Fracture
- PostOp Breast Procedures
- PreOp Breast Procedures
- PreOp Plastic Surgery
- PreOp EGD/EUS
- Discharge Inpatient Core Measures
- Proc - Neuromuscular Blocking agents
- Spec- Physiatry

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**Similar CONV order sets that have been combined:**

- PCN antibiotics with be combined with Antibiotics
- Anxiolytics will be combined with Sleepers and bowel care
- IV Bolus will be combined with IV solutions
- Critical Care drips will be combined with bolus and CC IV drips
- Insulin Sliding Scale will be combined with Insulin basal/Bolus
Call 989-894-3900

**Action List Sign Off**

Remember to sign off on your action list items daily. All Verbal/telephone and Protocol orders need to be authenticated within 48 hours.
You can sign off for your group.
If you do not sign off often, your list accumulates and slows the process down.

Please sign off on your action list often but at least daily

**New Icon for Password reset for WSP**
Clarification of the instruction boxes when editing medications
Nursing instruction or patient related information
***Shows up on eMAR***

Only info pharmacy needs to see
***Will not show on eMAR***
**WSP Response Team**  
Effective October 1, 2013

In an effort to improve both the efficiency and reduction in response times, we have developed a Web Station for Physicians (WSP) Response Team. We are supplying the contact information for the Anthelio BAY CSA (Melissa Rasschaert) that allows for the physician to contact her directly. This number is available for your use 24/7, therefore bypassing the Service Desk. If she is unable to resolve the issue she will contact the Service Desk and have the issue paged to the appropriate team.

Call 989-894-3900

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**For immediate assistance to an urgent issue:** (access, password WSP navigation issues, as well as CPOE issues)  
Response time is within 15 minutes

Call 989-894-3900

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**For non urgent issues:** (order set changes or new order sets, analysis of workflows issues) Response time is expected within 1-2 days

Email [www.cpoebay@mclaren.org](mailto:www.cpoebay@mclaren.org)

Text or call  
Ashley Oliver 989-415-4004  
Mary Whyte Marshall 989-475-6207

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**For Physician related application and IT issues** (setting up programs, correct settings)

Text (or Call)  
Melissa Rasschaert 586-615-0178