

Below is a high-level overview of what can be expected for departments during the Wave 8 (Beaker Lab) TogetherCare Go-Live:

Prior to Friday, 01/19/24 evening

- Any lab printers that have not been deployed will be delivered to the clinical units by IS

Friday, 01/19/24, up to 2245 ET

- Enter orders and process collections as usual

Friday, 01/19/24 2245 ET – Saturday, 01/20/24 0000 ET

- Epic is in Downtime for all SJH Syracuse users in all areas.
- Use BCA Web as per standard downtime procedures.
- All lab specimens sent to the lab will continue to be sent by SJH/LACNY Lab resources to LACNY Crouse Lab for testing.
- **STAT** labs and other lab orders with results needed PRIOR to Saturday, 01/20 0000 ET, need to be handled per the standard downtime procedures.
 - o This requires a downtime requisition with an Epic Demographic label.
 - o These orders are not to be entered into Epic when it comes back up; they will be entered into Sunquest by LACNY, and the orders/results will be sent to Epic via the current interface.

Note: *Anatomic Pathology and Microbiology orders would not apply in this situation.*

Friday, 01/19/24 2330 ET

- All Point-of-Care (POC) testing devices must be returned to their docking stations!!

Saturday, 1/20/24 0000 ET until Saturday, 01/20/24 0030 ET (Non-Lab Users will now have access to Epic)

- Non-STAT Orders not entered into Epic during the period of Friday, 01/19, 2245 ET until Saturday, 01/20, 0000 ET need to be entered into Epic.
- Routine Orders from all areas can now be entered into Epic.
 - o Lab orders needing results AFTER Saturday, 1/20, 0030 ET must be placed in Epic, including all Micro and Anatomic Pathology labs.
 - o Nurses can collect routine lab orders per new Beaker workflow processes.

- **STAT Orders:**
 - o STAT labs and other lab orders with results needed PRIOR to Saturday, 01/20, 0030 ET, need to be handled per the SJSY standard downtime procedures.
- **STAT Orders (continued):**
 - This requires a Downtime Requisition, with an Epic Demographic label.
 - These orders are not to be entered into Epic.

Note: *Anatomic Pathology and Microbiology orders would not apply in this situation.*

- STAT orders sent to the lab during this time without a Downtime Requisition and demographic label will delay the delivery of the results.

Saturday, 01/20/24, 0030 ET and after (provided Beaker is up as expected)

- Use of Downtime Requisitions is no longer needed for lab orders.

Go-Live Tips, Resources and References:

- For Epic Beaker TogetherCare Tip Sheets, please refer first to your **Learning Home Dashboard** in Epic. On Saturday morning, you will see WAVE 8 specific job aids available to support common workflows.
- If support is needed for urgent issues or workflow stoppages, look for a Super User in your area. If they cannot resolve the issue, a Service Now ticket must be placed using the “TogetherCare Epic Wave 8 Go Live Incident Reporting” catalog item in Service Now. For urgent/patient safety issues, please contact the **IS Help Desk at 315-448-5607** to have your issue logged. [Wave 8 Go-Live Issue Submission Job Aid.pdf](#)
- Links to Printer Job Aids
 - o Ordering Labels: [Wave 8 Specimen Labels PeopleSoft ID.pdf](#)
 - o Changing Labels in Zebra Printers: [Wave 8 Zebra Printers Label Change Job Aid.pdf](#)
 - o Printer Issues:
 - Labels not printing or printing to wrong printer: Enter a Service Now ticket per above job aid
- The **Go-Live Main Command Center** phone number is: **315-744-1060**. Please do not call the Command Center to log routine issues. This number should only be used for urgent escalations or questions.