
Beyond the Call Button

Modernizing clinical communication with Epic VoIP

Andy Evans

UI Health Care Information Services

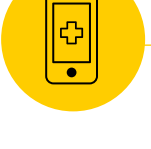
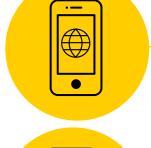
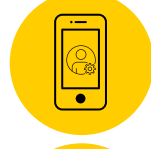
Assistant Director Integrated Communication Solutions

Agenda

- Clinical Communications service evolution
- Epic Implementation
- Project Teams
- Architecture
- Impact
- Results

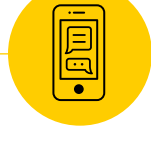
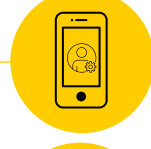
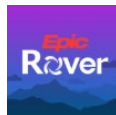
Voalte

2012 - 2026



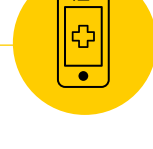
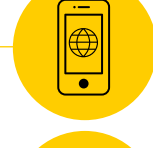
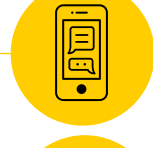
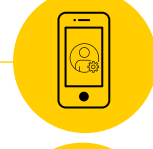
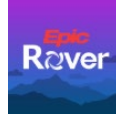
Epic Secure Chat

2024 - 2026



Epic VoIP

2026



Secure Phone

Notifications

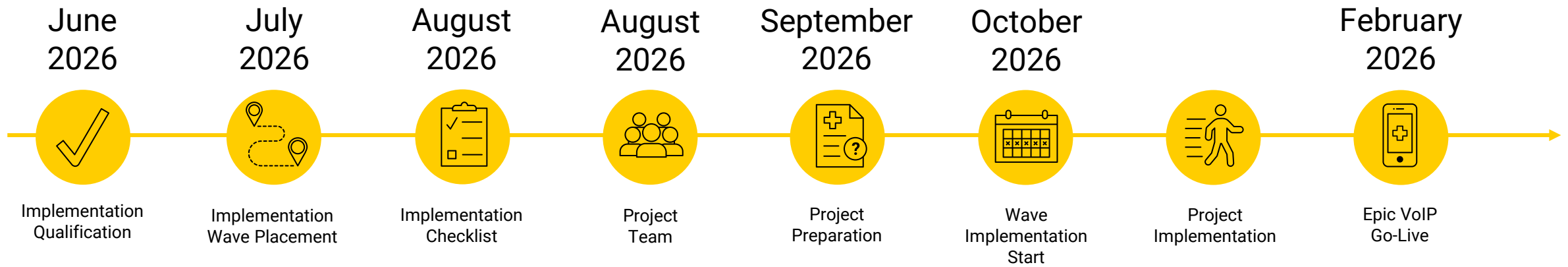
Voice Calling

Messaging

External Calling

Nurse Call

Timeline



Epic Implementation

- Implementation Checklist
- 3-Month Implementation Wave
- Weekly Wave meetings with Epic
- Weekly Project Team Meetings with Epic Lead

The screenshot displays a task management interface for Epic implementation. At the top, there are filters for task status: Completed (42), In Progress (0), Not Started (2), and N/A (2). There is also a filter for 'Advanced' and a '2 tasks filtered' indicator. The interface is organized into sections:

- 1. Plan Your Project**: 6 / 0 / 1 tasks. Description: Complete the tasks in this section as you prepare to kick off your project.
- 2. Scoping Decisions**: 8 / 0 / 0 tasks. Description: Complete the tasks in this section to determine how your organization's needs and policy will affect build and training.
- 3. Build**: 20 / 0 / 1 tasks. Description: Complete the tasks in this section in any order to make Epic VoIP workflows available to your users in Haiku, Rover, and Canto. Many tasks in this section can be worked on independently of each other or before policy and strategy decisions in section 2 are finalized.
- 3.1. General Build for Epic VoIP**: 7 / 0 / 0 tasks. This section contains several sub-tasks, including:
 - 3.1.1. Enable Environments for Epic VoIP**: Recommended task owner: UC analyst, UC TS. Prerequisites: None, begin immediately. Description: Your Epic representative needs to run a setup utility that configures your environments to use Epic VoIP. Work with your Epic representative to determine which environments to enable. We recommend enabling your testing environment and production because those environments are least likely to require additional setup for the Care Everywhere Phone Book and FHIR OIDC. We do not recommend turning on VoIP in environments that are refreshed, such as those used for training. When you're ready to test VoIP in an environment, let your TS know to run the "authentication workflow" VoIP utility option to ensure that VoIP calling is enabled and working before attempting to make calls.
 - 3.1.2. Give Users Security to Place and Receive Calls**
 - 3.1.3. Make Sure Device Permissions Allow Users to Place and Receive Calls**

Project Teams

HCIS Integrated Communications

Clinical Communication service and project owner.

HCIS Enterprise Client Systems

Epic System infrastructure and integration.

HCIS Voice Engineering

Voice Infrastructure architecture and configuration.

HCIS Informatics

Clinical workflow analysis and development.

HCIS Nurse Call

Nurse Call service and architecture.

ISPO Identity Management

User credentialing and provisioning workflows.

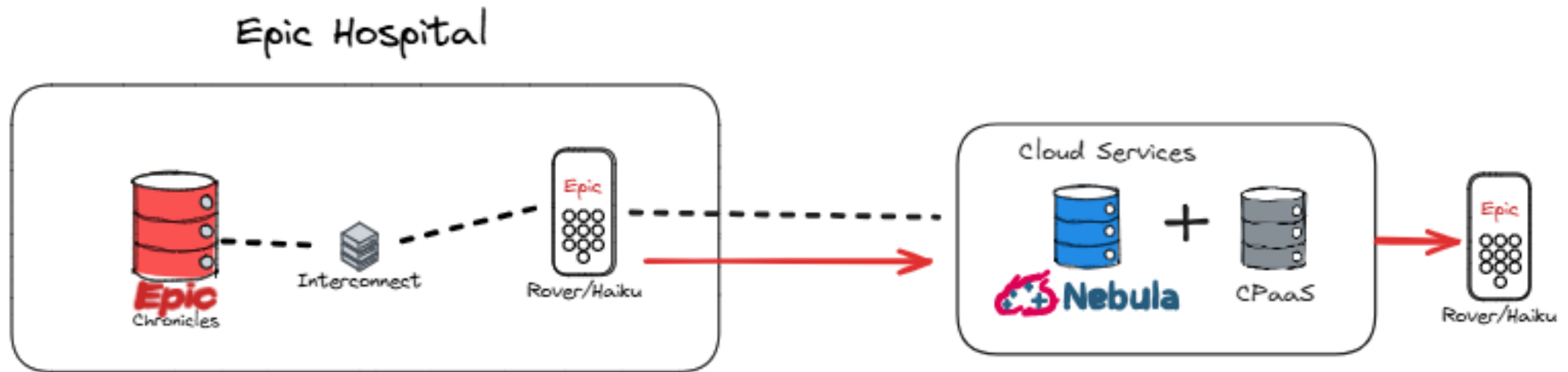
HCIS Application Developers

Epic Application environment and architecture.

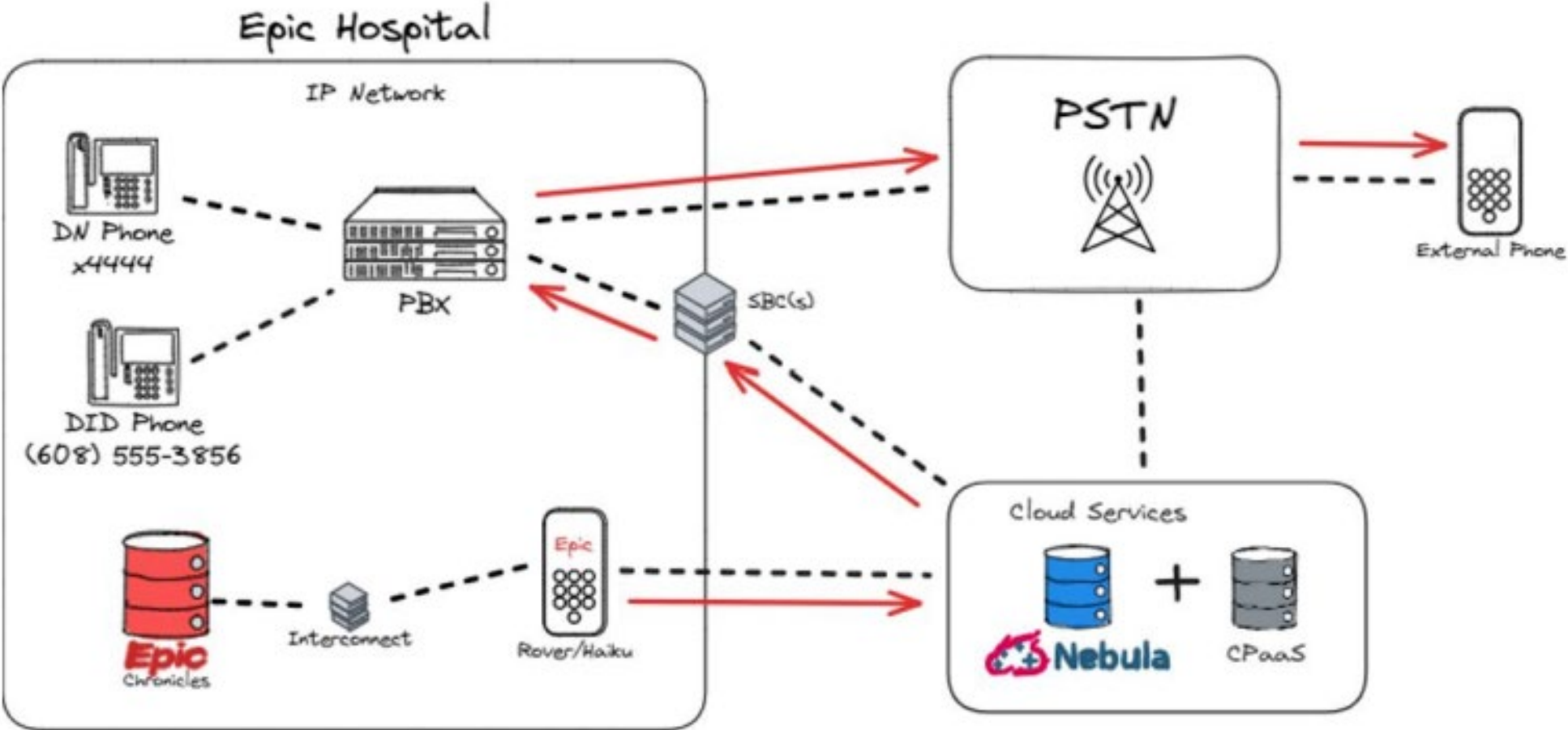
ITS Business Systems Support

Telephone number management system.

Epic Peer to Peer Calling



Epic External Calling



UI Health Care Voice Infrastructure & Epic VoIP



Impact



External Calling

EVERYONE

- External dialing implemented for all Epic Mobile users via Epic **Haiku, Rover, Canto**.
- All outgoing calls masked to UI Health Care main telephone number
 - **(319-338-2111)**

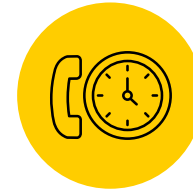


Direct Inward Dialing Number (DID#)

SELECT ROLES

8200 DID #'s (Enable receiving external calls)

- **PCT/NA/Clin Tech**
 - ~1688
- **OR Nurse/Clerk**
 - ~657
- **Nursing**
 - ~5080
- **IT App Admin**
 - ~456
- **EVS User**
 - ~477



Workflows

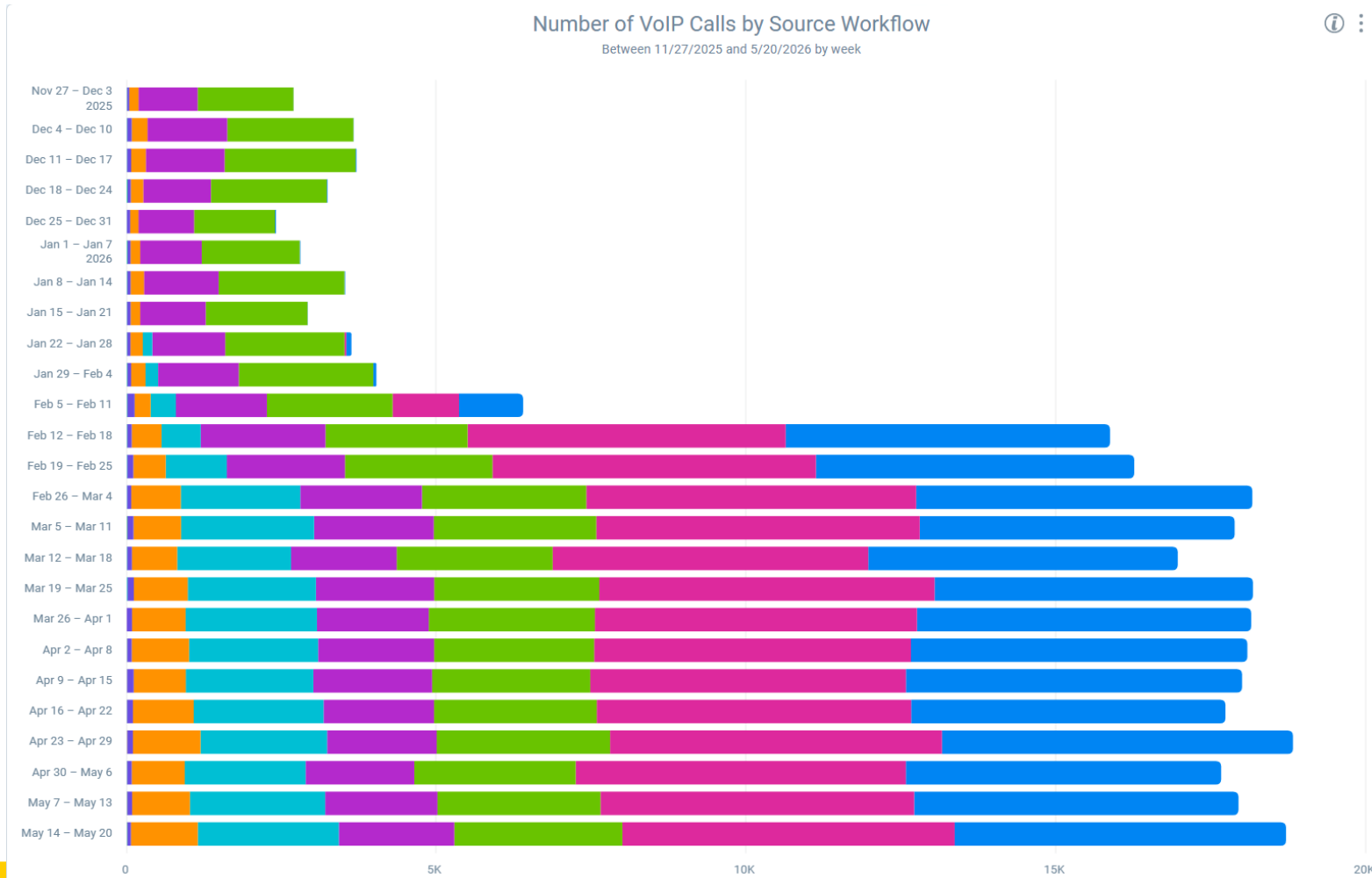
USE-CASE

- Haiku & Rover default dialing application set to **Epic VoIP**

Nurse Call Call-Back Workflow

1. A patient initiates a Nurse Call endpoint.
2. Clinical role receives notification on Haiku or Rover.
3. Clinical role calls the Nurse Call endpoint to initiate voice communication with patient.

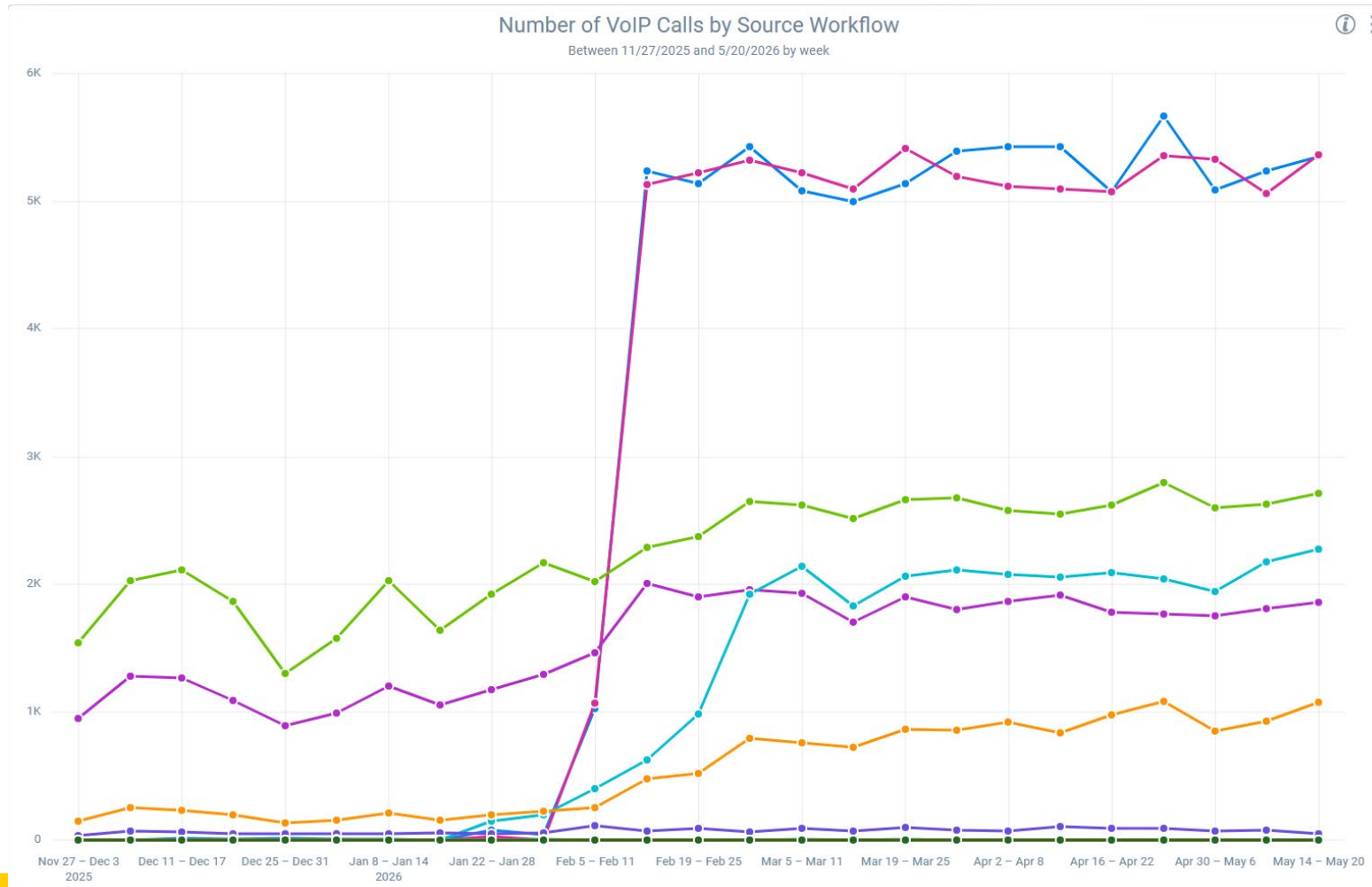
Total VoIP calls by Source Workflow



- Print Group
- Inbound SIP
- User Profile
- Secure Chat
- Keypad
- Call History
- Group Profile
- On-Call Finder
- Department Profile
- Siri
- In Basket
- Notification

- 400% increased call volume
- Call volume increases on all sources.
- Blue = Nurse Calls (~27%)
- Pink = Inbound Calls (27%)

VoIP Source Workflow Volumes



- Print Group
- Inbound SIP
- User Profile
- Secure Chat
- Keypad
- Call History
- Group Profile
- On-Call Finder
- Department Profile
- Siri
- In Basket
- Notification

- Call volume increases on all sources.
- Blue = Nurse Calls (~27%)
- Pink = Inbound Calls (27%)





IOWA

Thank you

Andy Evans
Assistant Director
HCIS-CCA-ICS

→ uihc.org

