**Account Maintenance (Revenue Cycle)**—A module that allows billers to see financial activity for a guarantor account (Professional Billing) or hospital account (Hospital Billing, Home Health Billing, and Coding and Abstracting).

**Activity (All Applications)**—The main place where users or administrators enter and view data in Hyperspace. For example, the Order History activity is used to view information for an order and the Medications activity is used to manage a patient's prescriptions. An activity can consist of a form, a report, or a series of forms.

**ADT/Prelude (Revenue Cycle)**—Improves bed utilization and gives users the tools to manage hospital stays from pre-admission through discharge. Allows clinicians to access a census workspace that allows them to view and update current information on patients in their care. Flexible work queues help nurses and other staff members plan for upcoming ADT events, follow up on missing or inconsistent data and assess utilization.

**After Visit Summary [AVS] (All Applications)**—Report summarizing such things as orders, diagnoses, and notes for an encounter that you can print and send home with the patient.

**ASAP (Inpatient)**—Epic's Emergency Department information system application. This application tracks ED patient visits to the emergency department (ED). The application manages ED staff workflow and includes all patient documentation and ordering for each patient visit.

**BCMA (Pharmacy)**—Barcode Medication Administration (BCMA) is an inventory control system that uses barcodes to prevent human errors in the distribution, prescription, and administration medications at hospitals. The goal of BCMA is to make sure that patients are receiving the correct medications at the correct time by electronically validating and documenting medications.

**BestPractice Advisory (Ambulatory & Inpatient)**—An advisory configured by administrators that can be triggered based on patient-based factors, among other things, and can be restricted as needed to prevent alert fatigue on the end users' part. BPAs can appear in the Visit Navigator, Order Entry, and In Basket messages.

**Cadence (Revenue Cycle)**—Name for Epic's Enterprise Scheduling application. Used to schedule and track patient appointments.
Frequently Heard Epic Terms

Charge Router (Revenue Cycle)—An Epic application used to communicate charges from clinical to billing systems. It is a centralized place to handle all chargeable events.

Chart Central (All Applications)—An activity in Hyperspace that provides patient-based access to charts, deficiencies, release requests. Users can also access other Epic applications from Chart Central.

Chart Review (All Applications)—Activity where you can review reports about a patient's encounters, labs, imaging orders, procedures, medications, and more.

Chart Tracking (All Applications) - Chart Tracking is the application which allows staff to keep track of paper medical records as they move throughout a facility.

Clarity report (All Applications)—A report generated using third-party software, such as Crystal, with data that was extracted using Clarity.

Class (All Applications)—An In Basket messaging group created by administrators. When you send a message to a class, each recipient receives their own copy of the message. Use this for sharing information.

ClinDoc (Ambulatory & Inpatient)—Documentation (notes, records of medication administrations, etc.) entered in a patient's hospital chart.

Clinical References (Ambulatory & Inpatient)—An activity from which a clinician can search for patient educational materials concerning clinical topics and provide those materials to patients.

Coding and Abstracting (All Applications)—An Epic Application. Coding and Abstracting allows you to complete coding for both patient's paper and electronic record. It includes verifying the ADT Information, reviewing the final diagnoses, procedures and DRGs calculated by a third-party encoder, and documenting any additional information for chart abstraction.

Completion Matching (All Applications)—Entering a partial word in a search field instead of a whole word when looking up an item in Hyperspace. EpicCare looks for words starting with the characters entered and displays the results in a selection list.

Cosign (Ambulatory & Inpatient)—Review and authorize an order, note, etc. Orders that require cosigns are orders that are placed for a patient but require additional sign-off from an authorized provider.
Frequently Heard Epic Terms

**CPOM** [Computerized Physician / Provider Order Management] *(Ambulatory & Inpatient)*—The process for entering and managing physician orders and instructions electronically. Orders are transferred electronically to departments and staff who are responsible for fulfilling the orders. CPOE enables order entry either point-of-care or off site, decreases delay in order completion, provides duplicate order and incorrect dosage or test error-checking, simplifies posting of charges and inventory management, and minimizes errors associated with handwriting or transcription.

**Database Lookup Tab (Pharmacy)**—Only available for pharmacists. The tab contains every medication record in the system. Many of the records are not on the formulary. The information comes from a third party data vendor.

**Decision Tracker**—Tool used in implementation to capture validation points, the decisions made on those points during customer validation sessions, and other pertinent information including (but not limited to) owner and applications affected by the validation point.

**Deficiency Tracking (HIM)**—An Epic Application. Deficiency Tracking allows you to create chart deficiencies automatically, to monitor deficiencies for completion, and to identify providers who have outstanding deficiencies.

**Dispensed (Inpatient)**—A medication order has been verified by pharmacy and at least one dose has been dispensed.

**DNB (Revenue Cycle)**—Account Status as Discharged/Not Billed.

**Do not bill insurance (DBI) (Revenue Cycle)**—Check box that, when selected, indicates that you should not bill a patient's insurance for a given procedure.

**ED Dashboard (Inpatient)**—An ASAP activity that gives an at-a-glance view of ED statistics, such as triage times and waiting times.

**ED Log (Inpatient)**—A collection of standard Census Inquiry reports in ASAP that keep track of patients as they move through the emergency department workflow. You can use this log to see an overview of all ED patients in the unit, as well as lists of expected, waiting, and roomed patients.

**ED Manager (Inpatient)**—One of the main activities in ASAP that displays all of the patients in the ED, as well as current staff working in the ED.

**ED Map (Inpatient)**—One of the main activities in ASAP. Displays an interactive graphical map of the ED, as well as current staff working in the ED.
**Frequently Heard Epic Terms**

**ED Track Board (Inpatient)**—A patient management activity in ASAP that allows you to view filtered lists of the patients with whom you are working.

**Encounter (Ambulatory & Inpatient)**—A clinical contact with a patient. For example, an office visit, an admission, or a triage call. If more than one evaluation or procedure takes place at that visit, it is still usually considered one encounter. In billing applications, charges or other transactions can be associated with encounters.

**EpicCare Ambulatory (Ambulatory)**—EpicCare Ambulatory combines efficient chart review, orders and documentation in a fast system that incorporates providers’ preferences through the creation of preference lists. It organizes patient information and guides coordinated care across physical care settings. This system connects providers from all specialties to a single record for each patient.

**EpicCare Link (Ambulatory)**—EpicCare Link gives community providers secure, web-based access to information about the care that is being provided to their patients. They can access progress notes, lab results, discharge instructions, consult notes and other portions of the patients chart. Secure messaging allows community providers to order laboratory and radiology studies.

**Flowsheet (All Applications)**—Spreadsheet for documenting patient care. Set up by rows, groups, and templates. Epic supports both documentation flowsheets and review flowsheets.

**HAR (Revenue Cycle)**—Hospital Account Record is used to group charges for billing purposes. Each HAR is associated with one or more patient visits in Epic. When using Single Billing Office module, a PB (professional billing) HAR is used to hold a single outpatient visit’s charges.

**HOD - Hospital Outpatient Department (Inpatient)**—A specialty department that provides outpatient-type care to patients who may or may not be admitted to the hospital. These departments often use a combination of clinical documentation tools from both EpicCare Ambulatory and EpicCare Inpatient. These departments are also known as hospital service departments, but hospital outpatient department is the preferred term.

**Hospital Professional Fee [HPF] charge entry (Revenue Cycle)**—A type of charge entry designed to handle situations where outpatient providers are billing for services performed in a hospital. HPF stands for hospital professional fee.

**Hyperspace (All Applications)**—The integrated platform that hosts most Epic applications. The graphical user interface used by most Epic
applications, including EpicCare Ambulatory; the platform upon which all Epic products sit.

**Hyperspace Toolbar (All Applications)**—Another name for the "Main Toolbar."

**Identity (Revenue Cycle)**—Epic's ID and duplicate record management application. Can be used to prevent such issues as multiple records for the same patient, or single records for multiple patients with identical names and similar data.

**In Basket (All Applications)**—Electronic messaging system used within Epic applications.

**Info requested (HIM)**—The information specifically requested by the requesting party. Also refers to the table on the Release Information form where this information is entered.

**KPI (Key Performance Indicators) (Revenue Cycle)**—Epic assists customers with measuring KPIs by providing a package of reports related to the business metrics that it considers crucial to monitoring the health of a customer system. Measuring KPIs is part of the Good Install program.

**Message responsibility (a.k.a. "ball of responsibility") (Ambulatory & Inpatient)**—Icons that indicate whether action needs to be taken and who has the responsibility to perform the action.

**MyChart (All Applications)**—Epic application that allows patients to view portions of their medical records and interact with their physicians over the Internet.

**Model System**—The Model System is a version of Epic that includes pre-defined settings, sample reports, and clinical and specialty starter sets. It is ready for facility final configuration. This setup design is derived from the data that Epic’s customers share, providing a system to capitalize on their customers’ good work. The Model System reduces the time to install, learn and use Epic.

**Navigator (Ambulatory & Inpatient)**—A series of sections meant to follow a particular workflow, such as an office visit or medication reconciliation. Common examples include the Visit Navigator and the Discharge Navigator.

**Next Responsible Party (Revenue Cycle)**—An action used in billing that sends the balance that was not paid by the primary payor to the next party liable for the hospital account (in other words, to the secondary payors, according to the filing order). If an unpaid balance remains after all of the
listed payors have been sent a claim, this action transfers the remaining balance to the guarantor. Next Responsible Party often appears as NRP.

**NoteWriter (Ambulatory & Inpatient)**—Activity that allows you to use point-and-click functionality for HPI, ROS, and physical exam, generating text in your progress note.

**OpTime (Inpatient)**—Epic’s operating room management application.

**Order Sets (Ambulatory & Inpatient)**—A preconfigured group of orders that is commonly ordered together for a specific problem or diagnosis. Order Sets can be suggested based on entries on your patient’s problem list, and you can also mark Order Sets you use frequently as your favorites.

**Orders Group (Ambulatory & Inpatient)**—Grouping of orders offering multiple procedures and/or medications that are often ordered together thus speeding up the ordering process.

**Patient Header (Ambulatory & Inpatient)**—Top of the patient chart allows you to quickly see some basic patient information (age, height, weight, known allergies, etc.).

**Pharmacy Dashboard (Inpatient)**—The screen the Pharmacists see after logging into Epic. The Dashboard allows the Pharmacist to monitor orders to verify, interventions, and in-basket messages.

**Pharmacy Main Toolbar (Pharmacy)**—Toolbar above the Pharmacy Dashboard that gives the Pharmacy user quick access to more common functions such as: order verification, patient lists, order entry, etc.

**Pools and classes (Ambulatory & Inpatient)**—A pool is an In Basket messaging group created by administrators. When you send a message to a pool, all recipients share a single message, so the action taken by one is seen by all. Use this for sending task-based requests.

**Preference List (Ambulatory & Inpatient)**—A set of frequently used orders. Orders can be added to facility preference lists by members of your project team and you can also maintain your own personal preference list to include orders you have pre-configured based on your preferences.

**Price Inquiry (Revenue Cycle)**—Module from which users can view and quote, in Hyperspace, procedure prices that are stored in your facility’s fee schedules. Price Inquiry consists of two tools: price lookup and fee schedule viewer.
Procedure master file (EAP) *(Revenue Cycle)*—The Procedure (EAP) master file stores your organization’s charge, payment, and adjustment procedures.

**QuickActions (Ambulatory & Inpatient)**—QuickActions improve physician productivity by reducing the number of clicks required to perform some common tasks in the In Basket. There are two types of QuickActions: Result Note and Letter.

**Release address (HIM)**—The requester address to which released patient health information is sent.

**Release Inspector (HIM)**—A method used to release patient information without having to print or fax it. Usually separate workstation at which a reviewer can access released patient medical information, and nothing else.

**Release of Information activity (HIM)**—The main activity in Epic’s Release of Information application, where you can authorize, fulfill and document requests for patient health information.

**Release of Information (HIM)**—Epic’s Health Information Management (HIM) application used to track and fulfill requests for patient health information.

**Release request (HIM)**—A record documenting the details of a request for patient health information.

**Release Restriction (HIM)**—A restriction placed on a patient’s medical records, limiting the release of these records to third parties.

**Release Status (HIM)**—Refers to the location or status of each patient information release request. For example, In Progress, Fulfilled, Canceled, Out to Provider.

**Release type (HIM)**—The category into which a request for information falls; for example, legal, insurance, or research. These categories can be defined differently at each health organization.

**Resolute (Hospital Billing [HB] and Professional Billing [PB]) (Revenue Cycle)**—Epic’s revenue cycle application managing overall billing. Reduces A/R days, produces accurate claims, allows paperless collection processes and streamlines data entry. The billing office can track revenue from individual billing entities, divisions, or markets. The system sends clean, accurate claims using a variety of HIPAA-compliant transaction formats – resulting in prompt and accurate reimbursement.
Frequently Heard Epic Terms

**Retro adjudication (Revenue Cycle)**—The process of automatically voiding a charge and reposting it with the correct coverage, properly priced and adjudicated. Certain changes made to a coverage, triggers this process.

**Routing (Ambulatory & Inpatient)**—When tests are resulted, whether in house or via an external system, someone needs to know about the results. The system uses Results Routing to determine which provider gets which type of message.

**Rover (Inpatient)**—Uses handheld devices in a scan-based workflow, allowing users to review orders needing collection, print specimen labels at the point of care, capture collection details, as well as the ability to pass medications, and input patient data (vital signs, intake/output, etc.).

**SmartSet (Ambulatory & Inpatient)**—A documentation template. A group of orders and other elements, such as notes, chief complaints, SmartGroup Panels, and levels of service, that are commonly used together to document a specific type of visit. Using SmartSets reduces data entry time so you can focus more time on your patients.

**SmartText (Ambulatory & Inpatient)**—A text template for charting that can include text, SmartPhrases, SmartLists, and SmartLinks. Frequently used in progress notes. They can be big or small-many paragraphs or just one sentence.

**SmartTool (Ambulatory & Inpatient)**—Pre-configured text that can be used to standardize documentation, such as notes, within the system. SmartTools include SmartLinks, SmartLists, SmartPhrases, and SmartTexts.

**Stork (Inpatient)**—Epic's obstetric information system application. This application tracks obstetric patient visits. The application manages obstetric staff workflow and includes all patient documentation and ordering for each patient visit.

**Toolbar (All Applications)**—The row of buttons at the top of the Hyperspace window, including the Epic button.

**User Preference Lists (Ambulatory & Inpatient)**: These are ordering preferences linked to and created by providers by right-clicking on an order during order entry. These lists will contain the orders that an individual provider places most commonly with their preferred defaults set.

**Verified (Pharmacy)**—Order has been verified by the Pharmacist but Epic has no record of it being dispensed.
Visit Navigator [a.k.a. Navigator] (Ambulatory & Inpatient)—A charting template that contains sections where you can document information related to many of the standard components of an office visit.

Willow InPatient (Inpatient)—Epic application designed to support the workflows and routines familiar to most health care professionals in inpatient pharmacy settings. Epic’s pharmacy application.

Workflow (All applications)—Organization of tasks in day to day work.

Workqueue (All Applications)—Generic term for a work list for Epic users. Common workqueues include patient workqueues, follow-up workqueues, claim edit workqueues, charge review workqueues, and many others.

Yield Sign (All Applications)—An icon indicating that it is recommended to enter something in the field before continuing.