Epic upgrade scheduled for June 16:

Here's what you need to know

Who is affected?
All Ballad Health Epic users.

What is expected?
Epic users will experience a scheduled downtime due to a system upgrade.
From Friday, June 11 through Thursday, June 17, there will be an IT system freeze on moves, adds and changes. The clinical informatics team will be rounding in the acute care facilities wearing the blue superuser vests.

When will the upgrade take place?
The upgrade process will begin on Tuesday, June 15, around 11 p.m. The Epic upgrade will start to be applied around 12:01 a.m. on Wednesday, June 16. The Epic system will be offline until approximately 8 a.m. on Wednesday. IT will send a notice as soon as the upgrade is clear.

Why are we scheduling an Epic upgrade?
To ensure that our Epic software is current with the latest functionality and requirements.

How should I prepare for the downtime?
All team members should review the following checklist before Tuesday, June 15:

- Clinicians should review their facility's downtime procedures and log in to their unit's downtime BCA device. It is vital that team members log in to their unit's BCA devices prior to downtime so the BCA will recognize their login credentials.
- All departments should ensure they have their appropriate, up-to-date clinical downtime forms.
- Users should review Epic upgrade training information for revisions located under the Bepic Upgrade button for revisions.
- On or before Tuesday, June 15, frontline team members need to confirm that information flowing into BCA downtime devices is current. If the information is not current, you should open an IT ticket immediately.

Practicing in the Epic Playground
- Epic users can see what is changing and practice in that environment before it goes live by visiting the Epic playground.
- Information on how to log in to the Playground is available on the Epic site of the Ballad Health intranet.

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For support and any questions, contact the IT Service Desk at 423.431.6290 and select option 5.