

From Chief of Staff Peter Smethurst, MD

As we approach "Doctor's Day," I would like to take a moment to state a sincere thank you to our entire Medical Staff. I am proud to be part of this staff and appreciate the sacrifices each of you have made, and continue to make, to do what you do. As the pandemic numbers improve, the MEC is working with the help of the hospital to put together an event in your honor. Along the same lines, I thought I would share a painting by my daughter that I keep up in my office to remind me every day of the people around us making a difference. Thank you to you and your families for all that you do.



Doximity: Vote Now for Providence St. Joseph Hospital

It's time to vote for *U.S. News* Best Hospitals and subspecialty recognition. This ranking is important for Providence St. Joseph Hospital and our specialty programs. In 2021, SJO was ranked 12th in the LA/Orange County region and ranked as 'high-performing' in 14 areas. With your help, we can rank even higher in 2022.

To vote, log in to your Doximity.com account. *U.S. News* uses this survey, in addition to other metrics, to rank adult hospitals. The survey is open to board-certified physicians who are members of Doximity in these specialties: Cancer, Cardiology and Heart Surgery, Diabetes and Endocrinology, ENT, Gastroenterology & GI Surgery, Geriatrics, Gynecology, Nephrology, Neurology and Neurosurgery, Orthopedics, Ophthalmology, Psychiatry, Pulmonology & Lung Surgery, Rehabilitation, Rheumatology and Urology.

Thanks for supporting the excellence in care you and your colleagues provide here at St. Joseph Hospital.

A new Aquabeam Robotic System arrived at St. Joseph Hospital in February for the minimally invasive treatment of patients with Benign Prostatic Hyperplasia (BPH). At right, Matthew Greenberger, MD, the first urologist to perform the Aquablation procedures, and his patients were very pleased with the results.

Epic Support Team Assistance

There are two primary lines of support for providers: Epic Support Team for all Epic-related issues, and AskIT for all other issues involving 3rd party applications and hardware. If a provider calls the wrong support number, they are transferred to the appropriate team.

For Urgent IT/Epic support 24 / 7: Please listen carefully to select the appropriate option to "skip the line," and minimize your hold time.

Call the Epic Support Team: **1-855-415-8188**. Call AskIT at **1-844-922-7548**

For Non-Urgent IT/Epic Issues: Place a ticket *without calling*.

All IT Support - For hardware & non-Epic application support:

[ServiceNow Chat](#) > Select "Chat with IT." ServiceNow [Report an Issue](#)

Epic Support: Available directly within Epic

Use the "**Place a Ticket**" feature within Epic. Follow the prompts; complete note template. Use the "**Chat Now**" feature within Epic.



MEDICAL STAFF BRIEFS

A Publication from the Chief of Staff and Chief Medical Officer

March 25, 2022



1100 W. Stewart Dr.
Orange, CA 92868
www.sjo.org

SUBMISSIONS SOUGHT: Please send news items to: 714-771-8056 or SJOMEDICALSTAFF@stjoe.org



**Monday, May 16, 2022 at
Coto de Caza Golf & Racquet Club**

Put heart in your drive to support the Providence St. Joseph Hospital Heart and Vascular Center. For details, please contact the events team at 714-347-7900 or email sjofoundation@providence.org.

SJO Launches Wellness Network, a New Process for Providing Patient Video Education

In February, St. Joseph Hospital launched a new video platform which provides patients with more than 1,800 educational videos that are only a click away.

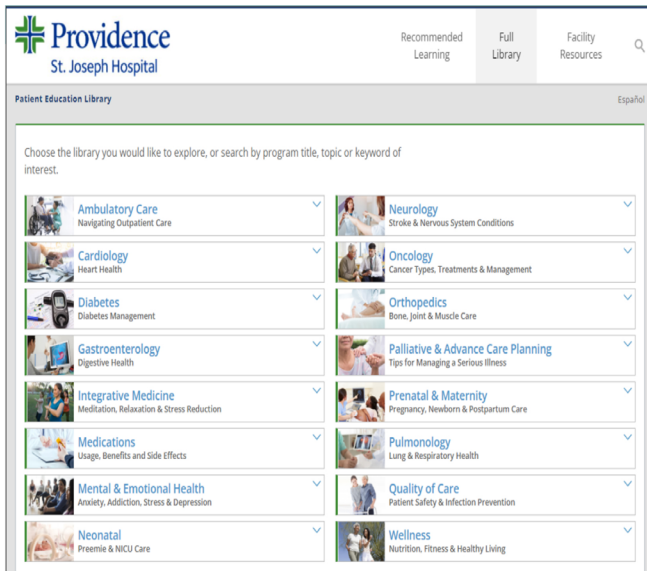
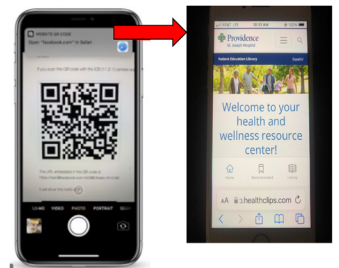
You can easily set up the patient to learn about their health condition, and/or learn about procedures as well as medications. The three-to-five minute videos are helpful throughout the patient's stay, from treatment through discharge and even once the patient is home. These videos provide accurate and reliable information at a 5th grade literacy level in both English and Spanish.

1.) Log onto:
<https://providencesjo.healthclips.com>
on any device

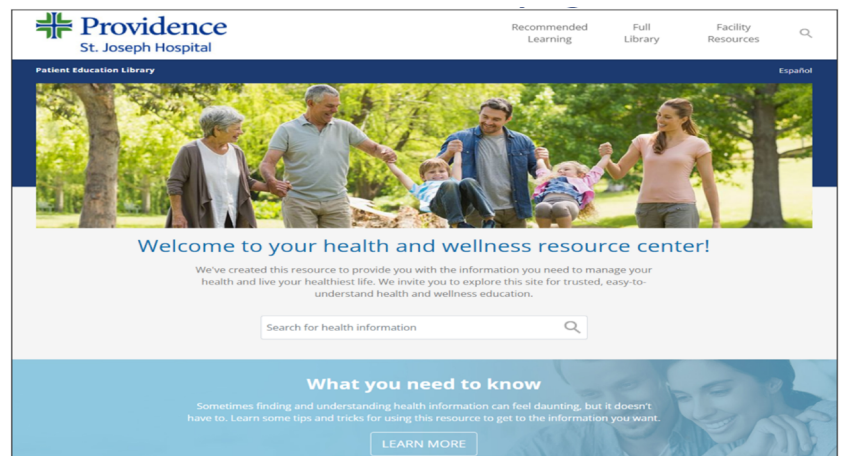
3.) Find Patient Video ICON on rolling iPad



2.) Scan QR code using Patients own phone or iPad



Access the Wellness Network from a rolling iPad, your patient's own device, or at providencesjo.healthclips.com



Please encourage your patients to take advantage of this new resource.