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# Research Billing Buzz

A Newsletter from the Office of Clinical Research Billing Compliance

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## Spotlight: Epic Research Team

It takes a considerable amount of effort and coordination to keep the Hopkins Research enterprise running smoothly. The Epic Research Team is part of that

success as they work on supporting research teams in enhancement requests, implementations, testing, order sets, troubleshooting and more.

This month, you have the opportunity to meet the Team and to learn how they support Hopkins' research mission.

## Matt Courtemanche

I graduated from UMBC in 2007 with a degree in Economics and have worked for Johns Hopkins since 2006. I had been a Budget Analyst with ICTR until I moved to the Epic Research team in the Spring of 2015. I currently live in Baltimore County with my wife, two kids, and two dogs.

### **How do you support research teams?**

I currently manage the Epic Research team as well as the CRMS and OpenSpecimen team. The Epic Research team provides study teams with the support they need in order to use Epic to conduct their research. This includes everything from Epic access help to assistance with modifying or building new reports to proper scheduling and registration workflows and a wide range of other topics. We also assist the Research Administration and Billing teams with ensuring that Research billing in Epic is working correctly.

### **What do you like best about being part of the Epic Research Team?**

The Epic Research and CRMS/OpenSpecimen teams are made up very dedicated and hardworking individuals who are great to work with. Our work is always interesting and being able to support the research that takes place at

Hopkins is very rewarding.

**What is (are) the Epic feature(s) that you wish all research end users new about?**

Most teams don't realize what a powerful tool the "*Patients on My Studies*" Reporting Workbench reports are. These reports can make study management much easier with the ability to easily link research encounters to a study, see past and future appointments, track possible adverse events, and more. End Users should search for the "Research Reports Quick Start Guide" on the Epic Training Portal for more details about these reports.

## Tad Edwards

**How do you support research teams?**

Build order sets, order panels and non-oncology therapy plans for Research studies.

**What do you like best about being part of the Epic Research Team?**

Working with study teams and helping them get the order sets built for their studies. I have learned a number of things about the studies and have felt privileged to be a small part of what is going on.

**What is (are) the Epic feature(s) that you wish all end users knew about?**

I wish they all knew that orders may only be released to an encounter where

the patient has been checked in to the appointment. That only a clinician may release the orders, generate labels and collect specimens.



Clockwise from upper left: Lisa Davis, Tad Edwards, Matt Courtemanche, and Becky Keller

## Lisa Davis

I've worked for Johns Hopkins Health System for over 15 years. While I began on the Revenue Cycle side, working insurance follow up for inpatient claims, I transitioned into training several of the legacy systems that Epic has since replaced. I've been a part of the Epic Project Team in various roles since just

about the beginning of the project, nearly 10 years ago. Originally a Senior Instructional Designer, and now as an Application Coordinator, I've worked closely with the Epic Clinical Research Team and our Business Owners for the majority of that time.

**How do you support research teams?**

Along with my teammates, I assist end users with Epic Help Desk Tickets and support requests from our team's shared email address. Often, it means we reach out to and collaborate with other Epic application teams. I'm also behind the scenes testing before, during, and after upgrades and system downtimes.

**What do you like best about being part of the Epic Research Team?**

That's a tie. On the larger scale, the work being done by the research community within Johns Hopkins Medicine is exciting and always inspiring. On the smaller one, I respect and enjoy working with and learning from my team. Though our team is pretty small, it is a collection of hard working individuals who not only possess a wide range of system expertise and institutional knowledge, each of us is happy to share any tricks we've found to make working in the system easier for all of us.

**What is (are) the Epic feature(s) that you wish all research end users new about?**

*Chart Search*, that small search field that pops up when you click the magnifying glass in the upper right corner of Hyperspace (or also seen within Storyboard). It's an excellent, yet underused tool. If you're within a patient's chart, you can search for diagnoses or key words. When not within a patient's chart, it's also a handy navigational tool that allows you to "Jump to" various activities in Hyperspace, all without searching through the menus under the

Epic button.

## Becky Keller

I started my professional career as registered nurse 27 years ago. I had a variety of clinical roles but I chose to specialize in Emergency Nursing. I transitioned into informatics in 2011 when I joined the Epic project training team and I was embedded with the Radiant/ Cupid team until I transferred to the ClinDoc team in 2016. This January I transferred into the build side of Epic with the Clinical Research team. I support the clinical build alongside Tad until he retires, Upgrade build, Epic help desk support and other tasks as needed.

### **What do you like best about being part of the Epic Research Team?**

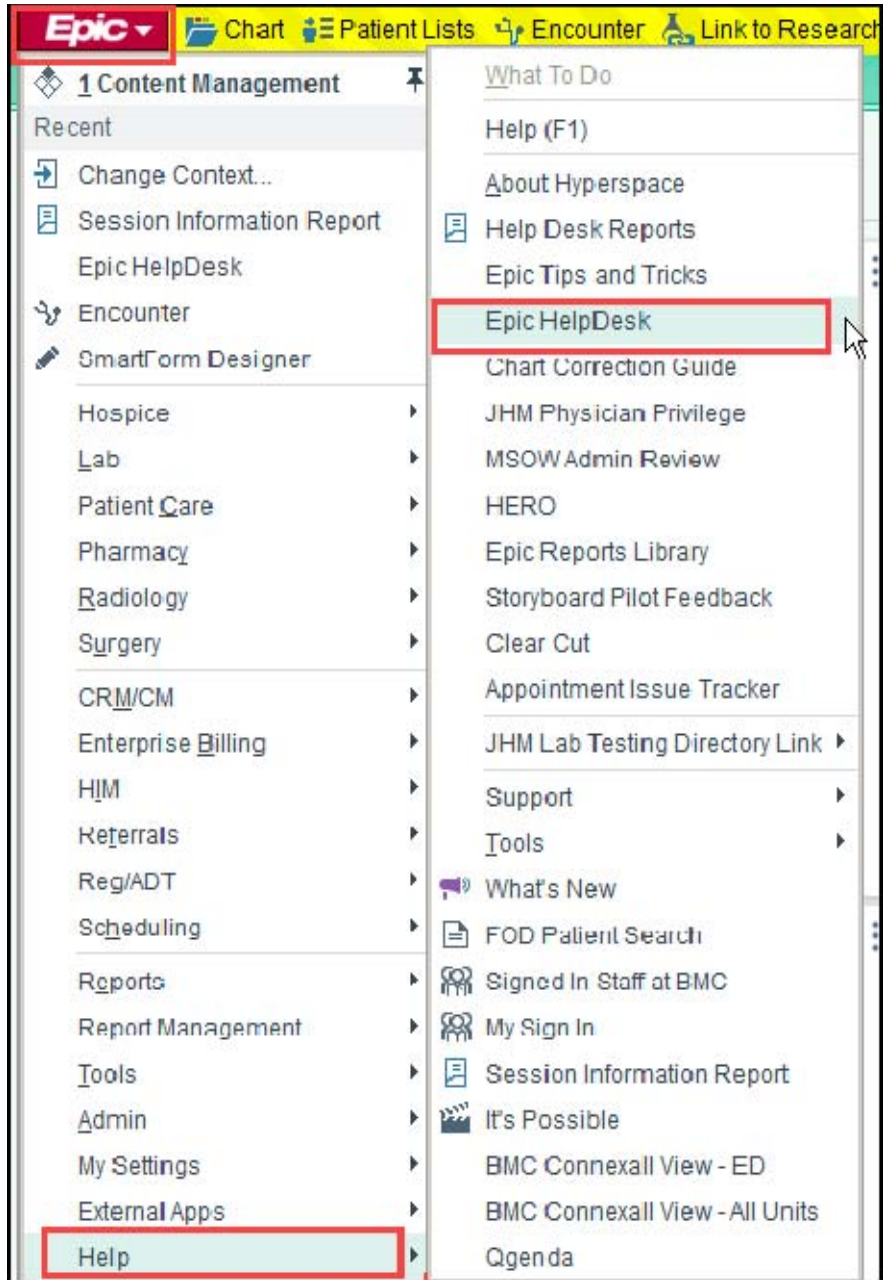
Best thing about being part of the Epic Research Team, thus far, is I am learning something new each day.

### **What is (are) the Epic feature(s) that you wish all research end users new about?**

Epic features helpful for Research end users is linking orders to the study, setting up reports. The Research Home Dashboard has links to all the training materials for encounter linking and setting up reports

# Need to Reach the Epic Research Team?

- To report issues or problems with Epic, the best way to contact us is by submitting a Help Desk ticket. For quick questions, we can be reached at [epicresearch@jhmi.edu](mailto:epicresearch@jhmi.edu)
- When reaching out to the Epic Help Desk, providing the CRMS number or IRB number for your study helps us help you faster.
- To place an Epic Help Desk from Hyperspace: *Epic button > Help > Epic HelpDesk*





**Thank you to our small, but mighty  
Epic Research Team for all they do!**

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**If you need help, have questions or want to suggest  
topics for future newsletters you can email us at:**

[CLINIRESBILLING@exchange.johnshopkins.edu](mailto:CLINIRESBILLING@exchange.johnshopkins.edu)

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