

HealthONE Go-live Survival Guide

Two weeks before go-live

By Saturday, April 14, 2018

- Soft go-live began on Monday, April 9, for staff with a scheduling job function. If you were impacted by soft go-live, review the [HealthONE soft go-live FAQ](#).
- **No training. No access. No kidding.** Make sure you have completed all HealthONE training requirements.
- If you have not registered for HealthONE training, **please have your manager register you immediately.**
- Log into the Playground (PLY) and practice, practice, practice!
- Verify that you have access to **the new HealthONE PRD icon**. If the old icon still appears on your device, please restart your computer. If you continue to have issues, please contact the HealthONE support line at 4400 option 1.
- Verify that your device has a **green** or **red** dot on it to confirm it is HealthONE ready.
- If you believe a device in your location was not checked during TDR (technical dress rehearsal), please email [DL-HealthONE TDR](#). In the email, **please include your PC/laptop name, the department it currently works in, plus the nearest network printer IP (sticker on the printer).**



14
Days

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One week before go-live

By Saturday, April 21, 2018

- Review the downtime forms and documentation in your location. These items can be found on the downtime PC and in the downtime manual.
- Continue practicing in the Playground (PLY). Practice makes perfect.
- Reach out to [HealthONE Training Registration](#) if you have any training questions prior to go-live.
- Make sure you have successfully logged into Health**ONE**. This should have been completed after your classroom session, if you have not done this please reach out to [HealthONE Training Registration](#).

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Days

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Three days before go-live

By Wednesday, April 25, 2018

- Ensure that the downtime bin in your location has **an adequate supply forms to support orders, appointments, charging and documentation** in the event of a downtime.
- Remember:

Downtime starts at 12:00 a.m. on Saturday, April 28, 2018.

Please keep in mind, legacy systems **WILL NOT** be available during downtime.

- Make sure a PC and Printer in your location has yellow labels with the following:

Downtime (BCA) PC – Do NOT Turn Off

Downtime (BCA) Printer Do NOT Turn Off

- If you do not see these labels, please email please email [DL-HealthONE TDR](#) for assistance.
- Bookmark the [HealthONE website](#). The website will have all go-live communications, command center contact information, and daily updates.
- Remember that you've worked hard to prepare for this transition and it's going to be Epic!

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Days

HealthONE Go-live Survival Guide

At go-live

On Saturday, April 28, 2018

1. Be patient. Do not discuss go-live concerns or frustrations in front of patients.
2. Refer to your Health**ONE** coaching card for support.
3. Include your patients and their family in the Health**ONE** experience by:
 - Explaining you are using a new computer system.
 - Apologizing for delays and give patients and families updates.
 - Sharing what you are documenting. Listen and then type.
 - Asking if they have questions about what you are typing into the record.
 - If possible, turn the computer to show what you are typing and what the screen looks like. Demystify.
 - Reinforcing that their information is private—only individuals who need their information can access.
4. Patients take their cues from staff, so stay focused on the positive!
5. Remember that patient care should always be your top priority.
6. Review tip sheets in the Learning Home Dashboard for assistance.
7. Ask for help. Reach out to a super user or ATE (“at the elbow”) support person for immediate help.
8. Call the command center at 4400 option 1.
9. Visit the [HealthONE website](#) for the daily go-live communication.
10. Capture your Health**ONE** moment. Send your go-live pictures to LaVonne Akinwumiju at Akinwumiju@uchc.com to be included in the daily update. (Please **DO NOT** take photos of patients or protected health information.)