



Northern Light Health Oracle Health (Cerner) Millennium EHR Updates

Week of April 23 – April 29, 2026

For more information on how to navigate this Flash Flyer effectively, click [here](#).

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Behavioral Health Staff

All Ambulatory & Inpatient Care Areas

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

New Communication and Reconciliation Note

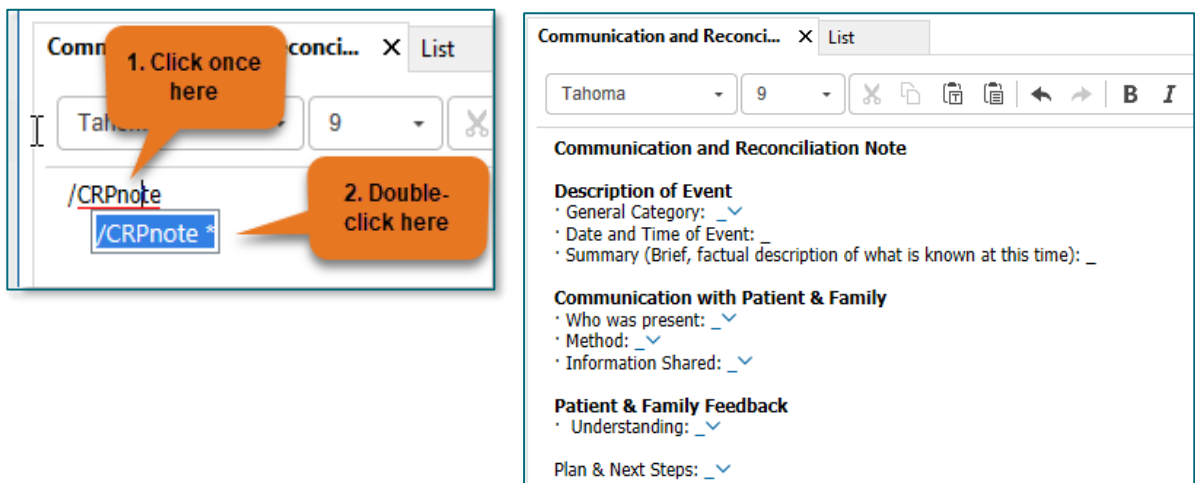
WHAT: The **Communication and Reconciliation** note will allow providers and caregivers to document **CRP (Communication and Resolution Program) – eligible events**. An auto text is available within the note to standardize documentation.

EHR Updates

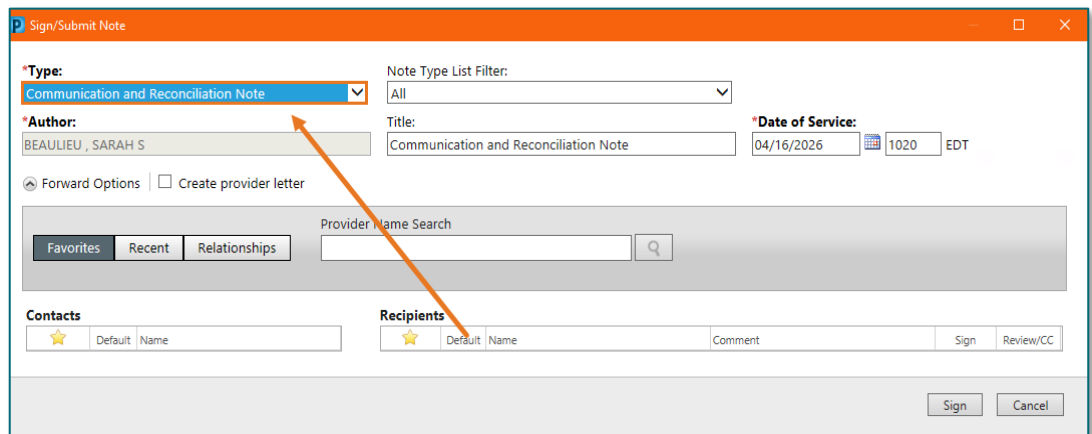
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Communication and Reconciliation Note

- Search for **Communication and Reconciliation Note**.
- Click **once** on the **/CRPnote** auto text, then **double-click** to populate the smart template.



NOTE: Upon signing, select the Communication and Reconciliation Note Type.



WHY: As part of Northern Light Health's ongoing commitment to **quality, safety, and transparency** in patient care, the new **Communication and Reconciliation Note** establishes a standardized, reliable method for documenting key clinical communications during **CRP-eligible events**. The approach enhances clarity around the event, reinforces NLH's commitment to transparency in quality and safety, and strengthens relationships with patients and their families while aligning with NLH organizational values.

Key Benefits

- Clear, consistent documentation of clinical communications with patients and families
- Efficient, multi-select dropdowns that support streamlined documentation
- Enhanced patient-facing, multidisciplinary communication

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- CMOs
- Providers
- Quality Directors

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

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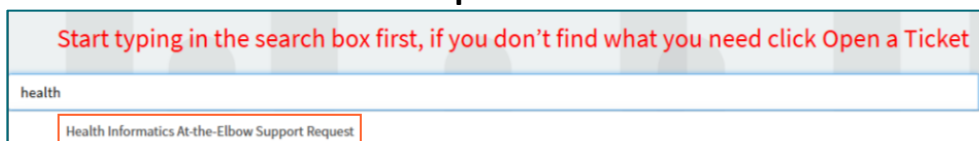
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



Start typing in the search box first, if you don't find what you need click Open a Ticket

health

Health Informatics At-the-Elbow Support Request

NEW: Transportation iView Band

WHAT: A new iView band, **Transportation**, has been created to allow staff to document and track various transportation needs within the patient's chart.

Documentation entered in the Transportation iView band can be viewed in the following locations within the patient's chart:

- **Transportation iView band**
- **Results Review**, under the **Assessments** tab

For additional information on adding iView bands, please refer to the [iView Band Setup flyer](#).

Transportation
Transportation Agency Name
Transportation Reason
Agency Phone Number
Agency Fax Number
Contact Person at Agency
Date(s) of Service
Arrival Time
Departure Time
Special Instructions
Mobility Status
Equipment/Devices
Travel Alone
Trip Number
Comments/Notes

WHY: Currently, patient transportation needs are documented and tracked using multiple methods outside the patient's chart. This lack of a standardized process makes information difficult to locate for care team members such as Patient Advocates, schedulers, and nursing staff, and requires significant manual effort to compile data from various sources.

Implementing the new iView band will:

- Standardize how patient transportation needs are documented
- Ensure information is easily accessible within the patient's chart
- Reduce manual work required to collate and reconcile data
- Enable reporting to support data collection, grant applications, and utilization tracking
- Clearly document transportation assistance provided by staff
- Support consistent use across both ambulatory and inpatient settings

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Front Office/Clerical Staff
- Patient Advocates

Care Managers

Ambulatory & Inpatient

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

EHR Updates

Week of April 23 – April 29, 2026

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
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- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

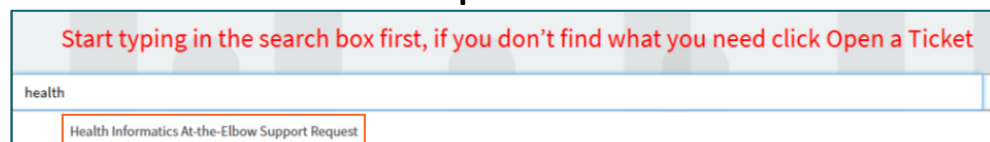
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Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Clinical Decision Support Updates

Weekly Newsletter

- Please reference our [CDS Portal](#) for additional information and previous newsletters.
- Any questions should be directed to our [CDS Team](#) for review.

To open the links in the table, right-click and select "Open link in new tab."

Release Date	Venues Affected	CDS Tool	Summary
4/28/2026	Inpatient	Critical Care Refractory Fever NON Cardiac Arrest	New PowerPlan for EMMC ONLY
4/28/2026	Inpatient	Critical Care Admission Transfer Adult	Critical Care Refractory Fever Non Cardiac Arrest PowerPlan for EMMC ONLY added as a subphase
4/29/2026	Inpatient	SURG ERAS Colorectal Post-Op	CDS review. Unused orders removed and patient care and continuous solutions orders updated

Imaging Staff & Radiologists

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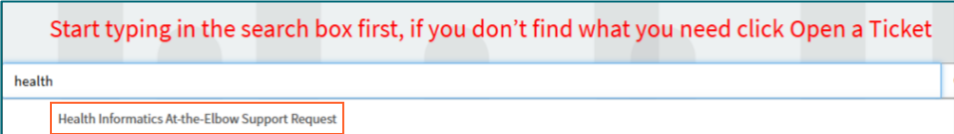
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The screenshot shows a search bar interface. At the top, a red text prompt says: "Start typing in the search box first, if you don't find what you need click Open a Ticket". Below this, the search bar contains the text "health". A dropdown menu is open, showing the search result "Health Informatics At-the-Elbow Support Request", which is highlighted with a red border.

Lab

Reporting Units Update

WHAT: **Reticulocyte (Retic) reporting units are being updated** to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

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At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)
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WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW: Body Fluid Order Update

WHAT: When placing laboratory orders for body fluid results, providers will now see the **Synovial Fluid Cell Count** order available for selection.

NOTE: Providers should no longer use the Body Fluid Cell Count order for synovial fluid specimens.

WHY: The change updates the reflexing orderables available to the laboratory, supporting more accurate processing and improved patient care.

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WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Laboratory Staff
- Providers

Leadership

Ambulatory/WIC

NEW ORDER: Vaginitis PCR Panel

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- Clinical Staff
 - Providers
-

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

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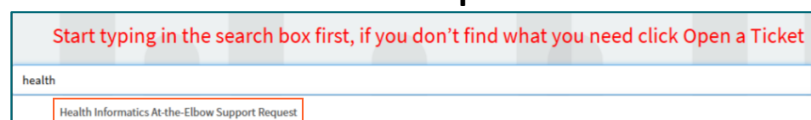
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Why is This Process Changing?

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HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



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NL Primary Care South Portland – Hospital Lab Draw Station – Mercy Only – Effective May 4

WHAT: NL Primary Care South Portland will begin offering in-office laboratory services and will be designated as a **hospital laboratory location**.

EHR Updates

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As a results of the update, orders entered, and specimens collected at this location should reflect the **Northern Light Health – Non RLN** as the **performing location**.

NOTE: Click [here](#) for more information regarding entering laboratory orders for this location.

WHY: The update will increase access to laboratory services and support timely patient care.

WHEN: Monday, May 4, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Primary Care South Portland

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Emergency

CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) *(Education Open – Go-Live 5/18)*

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
 - ARG – ICU
 - ARG – Infusion Center
-

- ARG – Med/Surg and Overflow
- ARG – Rehab
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION STRATEGY: **All Clinical Staff**

- **Online Promise Point Simulation Education Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** Duration 15 mins!
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: **Required Online Education in the PromisePoint Community**

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthousehealth
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire



EHR Updates

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- **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
- **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.

IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

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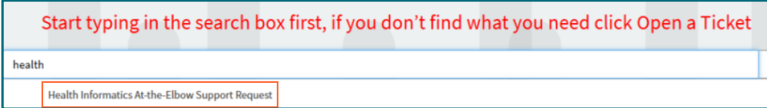
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HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "Start typing in the search box first, if you don't find what you need click Open a Ticket" in red. Below the search bar, the word "health" is entered. A dropdown menu shows the result "Health Informatics At-the-Elbow Support Request" which is highlighted with a red border.

Inpatient

CareAware Vitals Link – Phase 2, Wave 2 (ARG & EMMC) (Education Open – Go-Live 5/18)

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
 - ARG – ICU
 - ARG – Infusion Center
 - ARG – Med/Surg and Overflow
 - ARG – Rehab
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 - EMMC – OB
 - EMMC – Peds Sedation
-

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Week of April 23 – April 29, 2026

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- All Clinical Staff

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EDUCATION All Clinical Staff

STRATEGY:

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WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

EHR Updates

Week of April 23 – April 29, 2026

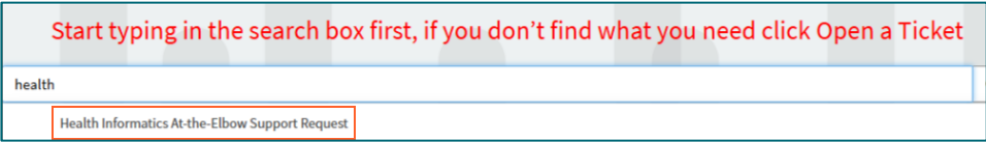
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

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The screenshot shows a search bar with the text "health" entered. Below the search bar, a red box highlights the search results "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt says "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Peri-Op

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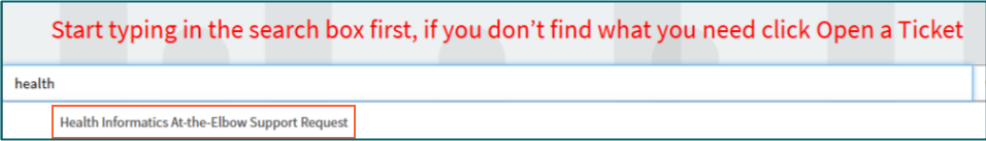
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Nursing, CNA, Medical Assistants

Ambulatory/WIC

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

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WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
 - Ambulatory/WIC
-

EHR Updates

Week of April 23 – April 29, 2026

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

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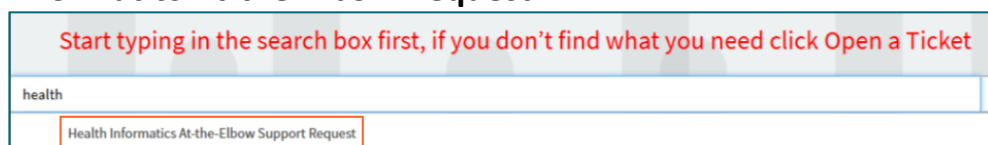
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NEW: Transportation iView Band

WHAT: A new iView band, **Transportation**, has been created to allow staff to document and track various transportation needs within the patient's chart.

Documentation entered in the Transportation iView band can be viewed in the following locations within the patient's chart:

- **Transportation iView band**
- **Results Review**, under the **Assessments** tab

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EHR Updates

Week of April 23 – April 29, 2026

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For additional information on adding iView bands, please refer to the [iView Band Setup flyer](#).

WHY: Currently, patient transportation needs are documented and tracked using multiple methods outside the patient's chart. This lack of a standardized process makes information difficult to locate for care team members such as Patient Advocates, schedulers, and nursing staff, and requires significant manual effort to compile data from various sources.

Implementing the new iView band will:

- Standardize how patient transportation needs are documented
- Ensure information is easily accessible within the patient's chart
- Reduce manual work required to collate and reconcile data
- Enable reporting to support data collection, grant applications, and utilization tracking
- Clearly document transportation assistance provided by staff
- Support consistent use across both ambulatory and inpatient settings

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Front Office/Clerical Staff
- Patient Advocates

NL Primary Care South Portland – Hospital Lab Draw Station – Mercy Only – Effective May 4

WHAT: NL Primary Care South Portland will begin offering in-office laboratory services and will be designated as a **hospital laboratory location**.

As a results of the update, orders entered, and specimens collected at this location should reflect the **Northern Light Health – Non RLN** as the **performing location**.

NOTE: Click [here](#) for more information regarding entering laboratory orders for this location.

WHY: The update will increase access to laboratory services and support timely patient care.

WHEN: Monday, May 4, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Primary Care South Portland

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Emergency

CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) *(Education Open – Go-Live 5/18)*

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
 - ARG – ICU
 - ARG – Infusion Center
-

EHR Updates

Week of April 23 – April 29, 2026

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- ARG – Med/Surg and Overflow
- ARG – Rehab
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION All Clinical Staff **STRATEGY:**

- **Online Promise Point Simulation Education Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** Duration 15 mins!
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: Required Online Education in the PromisePoint Community

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthousehealth
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire



- **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
- **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.

IMPORTANT: Video education must be completed before go-live.

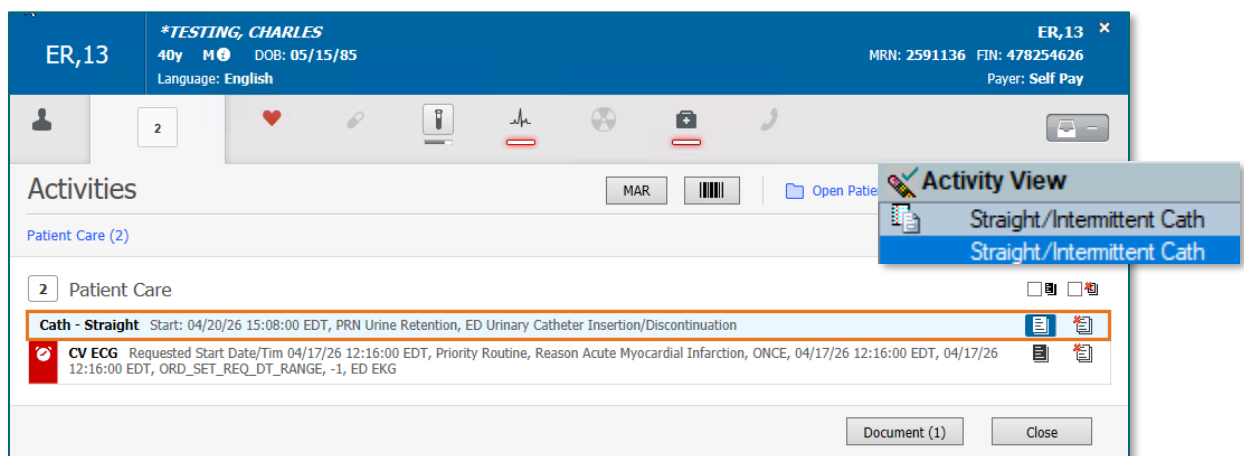
KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

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ED Straight/Intermittent Cath Task Update

WHAT: The **Straight/Intermittent Cath ED LaunchPoint Nurse Activities** task is now linked directly to the corresponding Straight/Intermittent Cath documentation within **Activity View** in **Interactive View** and **I&O (iView)**.



EHR Updates

Week of April 23 – April 29, 2026

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NOTE: The Cath-Straight task will not complete unless the order is written as **ONCE**. If written as **PRN**, nursing can continue to document from the task until the order has been discontinued.

WHY: Linking the task to the correct documentation streamlines workflow, improves documentation efficiency, and supports accurate, consistent clinical record keeping.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- ED Only

At the following NLH Member Organization(s):

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WHO: The change will affect the following staff at the above noted locations:

- RNs

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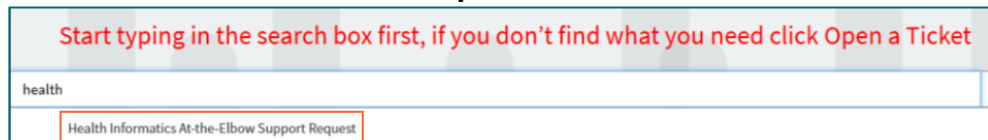
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EHR Updates

Week of April 23 – April 29, 2026

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Inpatient

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Reporting Units Update

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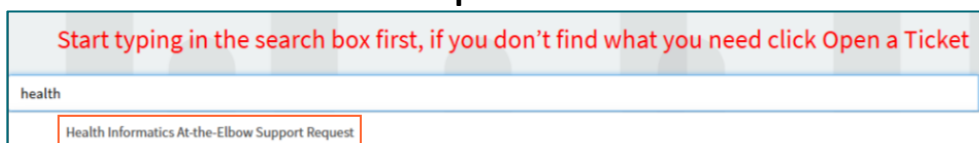
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Health Informatics At-the-Elbow Support Request

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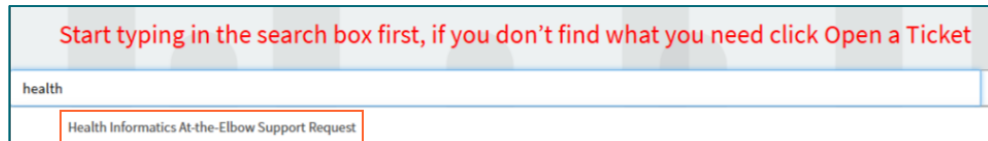
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Patient Advocates/Social Workers

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- Enable reporting to support data collection, grant applications, and utilization tracking
- Clearly document transportation assistance provided by staff
- Support consistent use across both ambulatory and inpatient settings

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Front Office/Clerical Staff
- Patient Advocates

Patient Service Representatives

Ambulatory/WIC Only

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
 - Remedial education needs for system navigation, functionality or workflows
 - Workflow efficiency review
-

EHR Updates

Week of April 23 – April 29, 2026

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

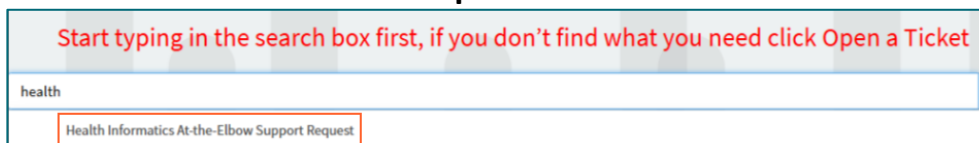
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "Start typing in the search box first, if you don't find what you need click Open a Ticket" in red. Below the search bar, the word "health" is entered. A dropdown menu is visible, showing "Health Informatics At-the-Elbow Support Request" as a suggestion.

NEW: Transportation iView Band

WHAT: A new iView band, **Transportation**, has been created to allow staff to document and track various transportation needs within the patient's chart.

Documentation entered in the Transportation iView band can be viewed in the following locations within the patient's chart:

- **Transportation iView band**
- **Results Review**, under the **Assessments** tab

For additional information on adding iView bands, please refer to the [iView Band Setup flyer](#).

Transportation
Transportation Agency Name
Transportation Reason
Agency Phone Number
Agency Fax Number
Contact Person at Agency
Date(s) of Service
Arrival Time
Departure Time
Special Instructions
Mobility Status
Equipment/Devices
Travel Alone
Trip Number
Comments/Notes

WHY: Currently, patient transportation needs are documented and tracked using multiple methods outside the patient's chart. This lack of a standardized process makes information difficult to locate for care team members such as Patient Advocates, schedulers, and nursing staff, and requires significant manual effort to compile data from various sources.

Implementing the new iView band will:

- Standardize how patient transportation needs are documented
- Ensure information is easily accessible within the patient's chart
- Reduce manual work required to collate and reconcile data
- Enable reporting to support data collection, grant applications, and utilization tracking
- Clearly document transportation assistance provided by staff
- Support consistent use across both ambulatory and inpatient settings

WHEN: Wednesday, April 29, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Front Office/Clerical Staff
- Patient Advocates

Pharmacists & Pharmacy Technicians

Ambulatory/WIC

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

EHR Updates

Week of April 23 – April 29, 2026

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WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

Patients ages 14 years and older: Vaginitis PCR Panel will be performed.

Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

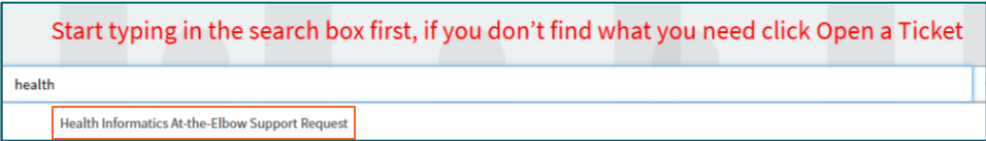
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays the search results, with "Health Informatics At-the-Elbow Support Request" highlighted. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

EHR Updates

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Inpatient/ED/Peri-Op

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
-

- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

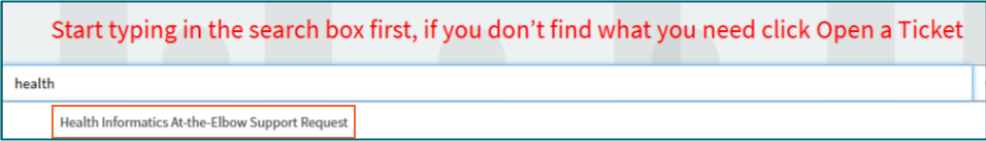
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays the search results, with "Health Informatics At-the-Elbow Support Request" highlighted. Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Physicians, Physician Assistants, Nurse Practitioners

Ambulatory/WIC

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

EHR Updates

Week of April 23 – April 29, 2026

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WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

NEW ORDER: Vaginitis PCR Panel

WHAT: The Vaginitis PCR Panel will replace the Vaginitis Screen Reproductive Age order to ensure that age-appropriate testing methods are used.

- Patients ages 14 years and older: Vaginitis PCR Panel will be performed.
- Patients under 14 years of age: Vaginitis Culture will be performed.

NOTE: Click [here](#) to see the formal communication from NLH Laboratory.

WHY: The updated testing platform offers several advantages, including improved sensitivity, enhanced diagnostic accuracy, and reduced turnaround time, allowing for more timely and effective patient care.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

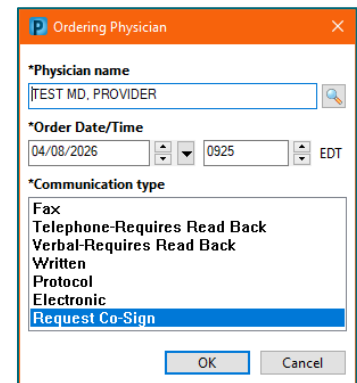
- Clinical Staff
 - Providers
-

Ordering Without Privileges: Ordering Physician Window

WHAT: Certain **residents, visiting clinicians, and providers from external groups** who lack **ordering privileges** will see the **Ordering Physician window** when placing **orders and prescriptions**. When this occurs, the name of an attending or supervising provider must be entered before the order can be submitted.

Ordering Physician Window

- If the **Ordering Physician window** appears, this will indicate no ordering privileges.
- Enter the **attending or supervising provider's name** within the ***Physician name** field of the **Ordering Physician window**.
- Select **Request Co-Sign** and click **OK**.



For more information, click [here](#).

NOTE: NL Acadia and EMMC Residents are fully credentialed to place orders and prescriptions.

WHY: The update will ensure providers who are not fully credentialed will be prompted to enter a supervising or responsible provider in the Ordering Physician window, helping prevent order failures and delays in patient care.

NOTE: Providers who feel they are receiving the Ordering Physician window notification in error, are advised to place a help desk ticket immediately.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Uncredentialed Providers/Residents
-

EHR Updates

Week of April 23 – April 29, 2026

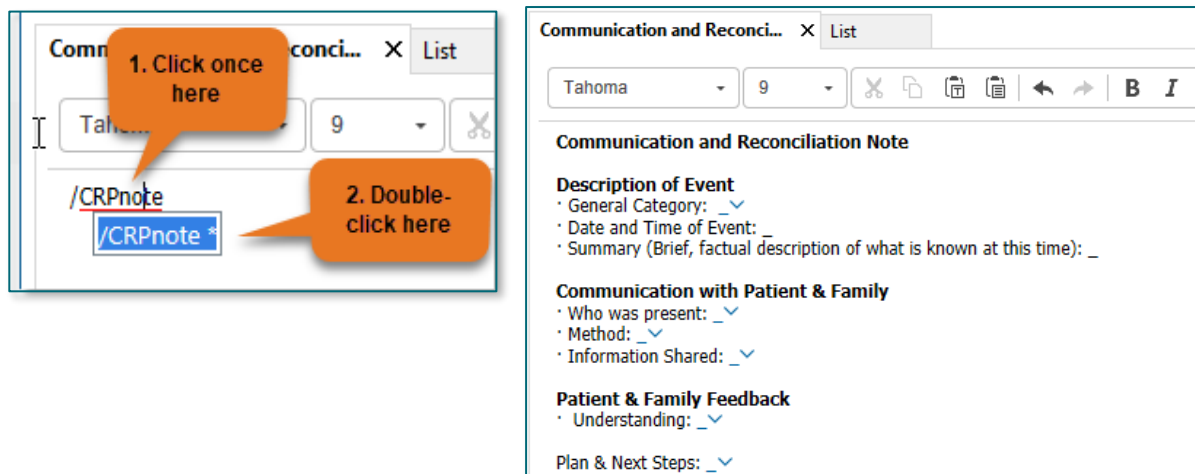
New Communication and Reconciliation Note

WHAT: The **Communication and Reconciliation** note will allow providers and caregivers to document **CRP (Communication and Resolution Program) – eligible events**. An auto text is available within the note to standardize documentation.

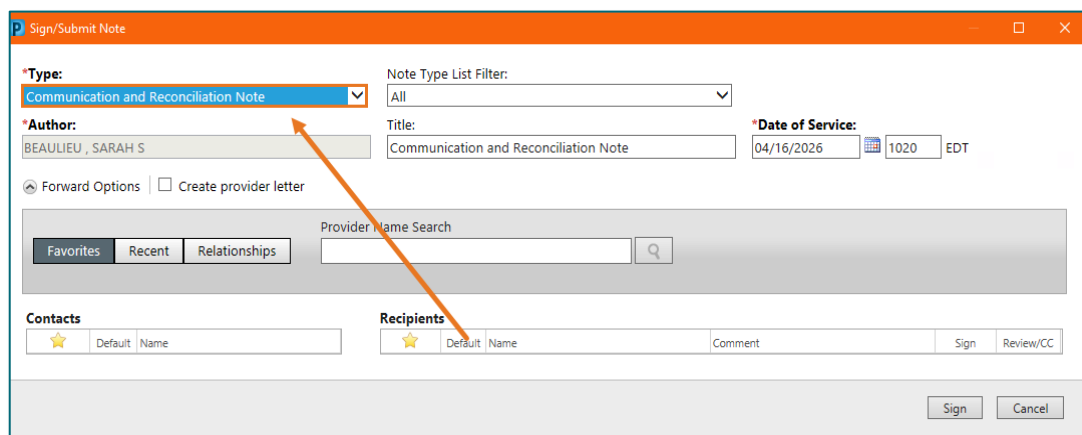
Communication and Reconciliation Note

Search for **Communication and Reconciliation Note**.

Click **once** on the **/CRPnote** auto text, then **double-click** to populate the smart template.



NOTE: Upon signing, select the **Communication and Reconciliation Note Type**.



WHY: As part of Northern Light Health's ongoing commitment to **quality, safety, and transparency** in patient care, the new **Communication and Reconciliation Note** establishes a standardized, reliable method for documenting key clinical communications during **CRP-eligible events**. The approach enhances clarity

around the event, reinforces NLH's commitment to transparency in quality and safety, and strengthens relationships with patients and their families while aligning with NLH organizational values.

Key Benefits

- Clear, consistent documentation of clinical communications with patients and families
- Efficient, multi-select dropdowns that support streamlined documentation
- Enhanced patient-facing, multidisciplinary communication

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- CMOs
- Providers
- Quality Directors

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
 - Remedial education needs for system navigation, functionality or workflows
 - Workflow efficiency review
-

EHR Updates

Week of April 23 – April 29, 2026

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The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

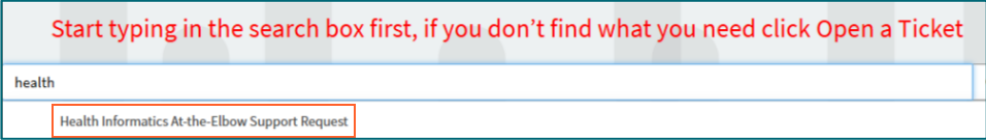
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "Start typing in the search box first, if you don't find what you need click Open a Ticket" in red. Below the search bar, the word "health" is entered. The search results show "Health Informatics At-the-Elbow Support Request" highlighted in a red box.

NL Primary Care South Portland – Hospital Lab Draw Station – Mercy Only – Effective May 4

WHAT: NL Primary Care South Portland will begin offering in-office laboratory services and will be designated as a **hospital laboratory location**.

As a results of the update, orders entered, and specimens collected at this location should reflect the **Northern Light Health – Non RLN** as the **performing location**.

NOTE: Click [here](#) for more information regarding entering laboratory orders for this location.

WHY: The update will increase access to laboratory services and support timely patient care.

WHEN: Monday, May 4, 2026

WHERE: The change will affect the following venue(s):

- Ambulatory

At the following NLH Member Organization(s):

- NL Primary Care South Portland

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Emergency

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 23 – April 29, 2026

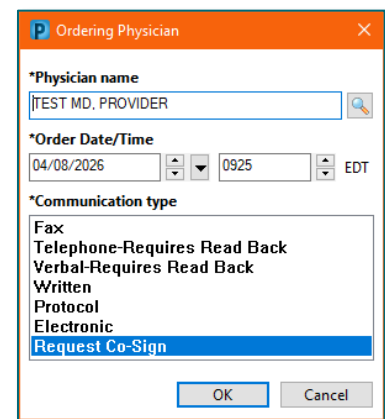
Ordering Without Privileges: Ordering Physician Window

WHAT: Certain **residents, visiting clinicians, and providers from external groups** who lack **ordering privileges** will see the **Ordering Physician window** when placing **orders and prescriptions**. When this occurs, the name of an attending or supervising provider must be entered before the order can be submitted.

Ordering Physician Window

- If the **Ordering Physician window** appears, this will indicate no ordering privileges.
- Enter the **attending or supervising provider's name** within the ***Physician name** field of the **Ordering Physician window**.
- Select **Request Co-Sign** and click **OK**.

For more information, click [here](#).



NOTE: NL Acadia and EMMC Residents are fully credentialed to place orders and prescriptions.

WHY: The update will ensure providers who are not fully credentialed will be prompted to enter a supervising or responsible provider in the Ordering Physician window, helping prevent order failures and delays in patient care.

NOTE: Providers who feel they are receiving the Ordering Physician window notification in error, are advised to place a help desk ticket immediately.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Uncredentialed Providers/Residents
-

New Communication and Reconciliation Note

WHAT: The **Communication and Reconciliation** note will allow providers and caregivers to document **CRP (Communication and Resolution Program) – eligible events**. An auto text is available within the note to standardize documentation.

Communication and Reconciliation Note

Search for **Communication and Reconciliation Note**.

Click **once** on the **/CRPnote** auto text, then **double-click** to populate the smart template.

The left screenshot shows a text editor with an auto-text suggestion box for **/CRPnote**. Two callouts indicate the steps: '1. Click once here' pointing to the suggestion and '2. Double-click here' pointing to the selected text. The right screenshot shows the resulting smart template form, which includes sections for **Description of Event**, **Communication with Patient & Family**, **Patient & Family Feedback**, and **Plan & Next Steps**.

NOTE: Upon signing, select the **Communication and Reconciliation Note Type**.

The screenshot shows the **Sign/Submit Note** dialog box. The **Type** dropdown is set to **Communication and Reconciliation Note**. The **Author** is **BEAULIEU, SARAH S**. The **Date of Service** is **04/16/2026**. The **Recipients** section is visible with a search bar and a list of contacts.

WHY: As part of Northern Light Health’s ongoing commitment to **quality, safety, and transparency** in patient care, the new **Communication and Reconciliation Note** establishes a standardized, reliable method for documenting key clinical communications during **CRP-eligible events**. The approach enhances clarity around the event, reinforces NLH’s commitment to transparency in quality and safety, and strengthens relationships with patients and their families while aligning with NLH organizational values.

EHR Updates

Week of April 23 – April 29, 2026

Key Benefits

- Clear, consistent documentation of clinical communications with patients and families
- Efficient, multi-select dropdowns that support streamlined documentation
- Enhanced patient-facing, multidisciplinary communication

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- CMOs
- Providers
- Quality Directors

NEW: Body Fluid Order Update

WHAT: When placing laboratory orders for body fluid results, providers will now see the **Synovial Fluid Cell Count** order available for selection.

NOTE: Providers should no longer use the Body Fluid Cell Count order for synovial fluid specimens.

WHY: The change updates the reflexing orderables available to the laboratory, supporting more accurate processing and improved patient care.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)
-

WHO: The change will affect the following staff at the above noted locations:

- Laboratory Staff
- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
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The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

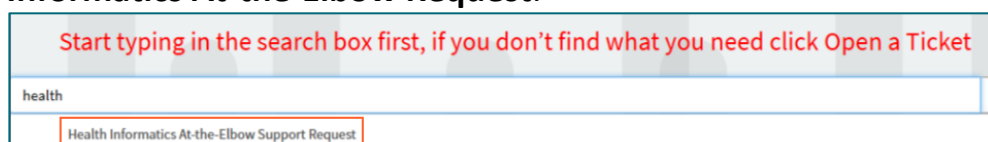
NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "Start typing in the search box first, if you don't find what you need click Open a Ticket" in red. Below the search bar, the word "health" is entered. The search results show "Health Informatics At-the-Elbow Support Request" with a red box around the text.

EHR Updates

Week of April 23 – April 29, 2026

Inpatient

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
- Providers

Injured Trauma Survivor Scale

WHAT: Trauma Surgery providers will **complete the Injured Trauma Survivor Scale PowerForm** for **injured patients admitted** with a **hospital length of stay exceeding two days**. The form helps capture patient-reported information that **helps clinicians identify trauma survivors** who may be at **high risk** for later mental health complications, especially **PTSD and depression**.

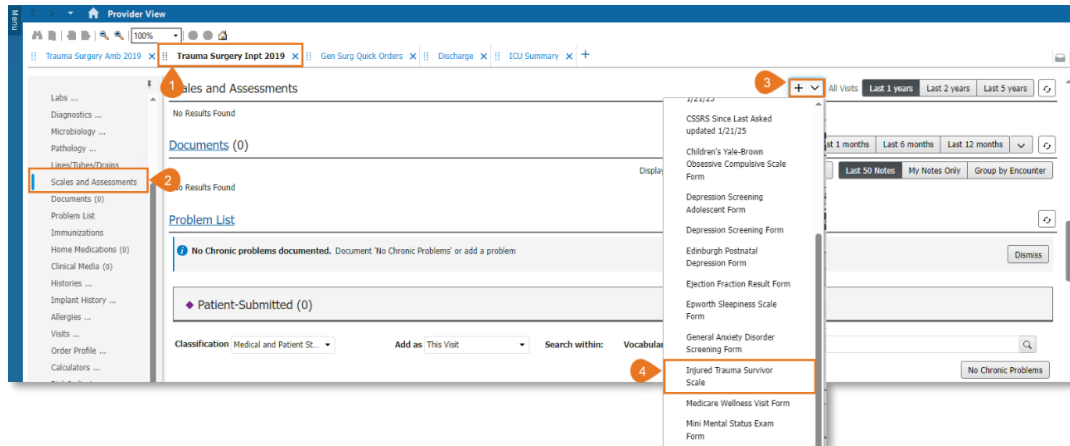
Accessing the Injured Trauma Survivor Scale PowerForm

STEP 1: Navigate to the Trauma Surgery Inpt 2019 Workflow MPage.

STEP 2: Click **Scales and Assessments** component.

STEP 3: Click the + dropdown.

STEP 4: Select **Injured Trauma Survivor Scale** to open.



For guidance on documenting the **Injured Trauma Survivor Scale** PowerForm, click [here](#).

WHY: The **American College of Surgeons (ACS)** requires trauma centers to address the mental health needs of trauma patients. Documentation of the **Injured Trauma Survivor Scale** fulfills this requirement and facilitates a consult with a mental health provider when appropriate.

NOTE: The INP Acadia Consult order is automatically placed if “Yes” is selected to “Does the patient agree to consult?” and the form is signed.

WHEN: Monday, April 27, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient

At the following NLH Member Organization(s):

- NL Eastern Maine Medical Center

WHO: The change will affect the following staff at the above noted locations:

- Trauma Program Nurses
 - Trauma Surgery Providers
-

EHR Updates

Week of April 23 – April 29, 2026

Discharge Quality Measures Update: Post Percutaneous Intervention (PCI)

WHAT: Post Percutaneous Intervention (PCI) discharge quality measures will be included on the **Discharge Quality Measures** form for both **patient safety** and **organizational performance**, as it directly supports **quality improvement goals** and **Anthem's Quality-In-Sights Hospital Incentive Program (QHIP)**.

PCI Discharge Quality Measures

- Navigate to **Discharge MPage**.
- Click **Discharge Quality Measures** section.
- Select **Discharge Quality Measures Form**.
- Choose **PCI** if the patient was **admitted for the procedure** and **treatment** was provided.
 - Select medications prescribed at discharge.

WHY: Adding **PCI** discharge quality measures to the **Discharge Quality Measures** form is important because it:

- Improves patient safety after a high-risk procedure.
- Ensures consistent, evidence-based discharge care.
- Directly supports Anthem QHIP performance and incentives.
- Strengthens documentation and reporting accuracy.
- Reduces readmissions and complications.
- Improves patient experience and care transitions.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient

At the following NLH Member Organization(s):

- NL Eastern Maine Medical Center

WHO: The change will affect the following staff at the above noted locations:

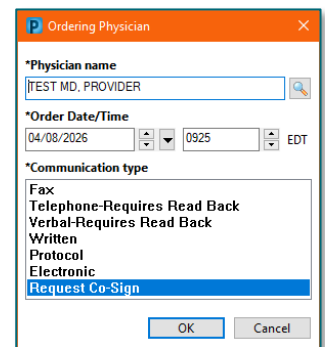
- Interventional Cardiology Providers

Ordering Without Privileges: Ordering Physician Window

WHAT: Certain residents, visiting clinicians, and providers from external groups who lack ordering privileges will see the **Ordering Physician window** when placing orders and prescriptions. When this occurs, the name of an attending or supervising provider must be entered before the order can be submitted.

Ordering Physician Window

- If the **Ordering Physician window** appears, this will indicate no ordering privileges.
- Enter the **attending or supervising provider's name** within the ***Physician name** field of the **Ordering Physician window**.
- Select **Request Co-Sign** and click **OK**.



For more information, click [here](#).

NOTE: NL Acadia and EMMC Residents are fully credentialed to place orders and prescriptions.

WHY: The update will ensure providers who are not fully credentialed will be prompted to enter a supervising or responsible provider in the Ordering Physician window, helping prevent order failures and delays in patient care.

NOTE: Providers who feel they are receiving the Ordering Physician window notification in error, are advised to place a help desk ticket immediately.

WHEN: Tuesday, April 28, 2026

EHR Updates

Week of April 23 – April 29, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

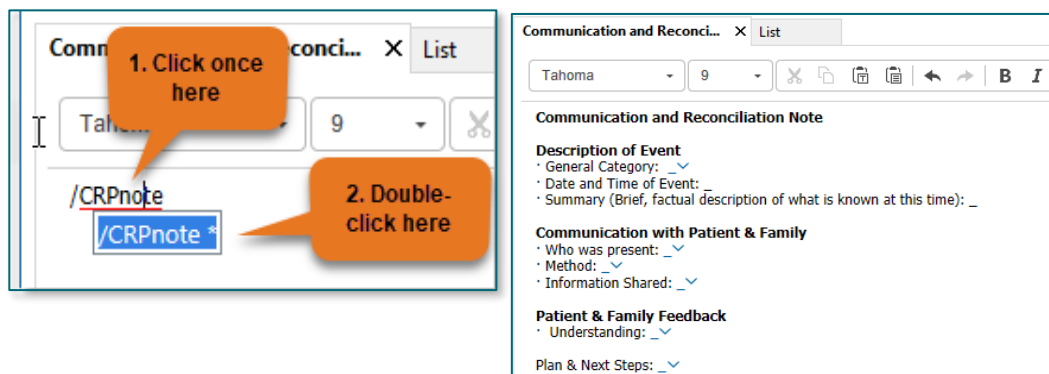
- Uncredentialed Providers/Residents

New Communication and Reconciliation Note

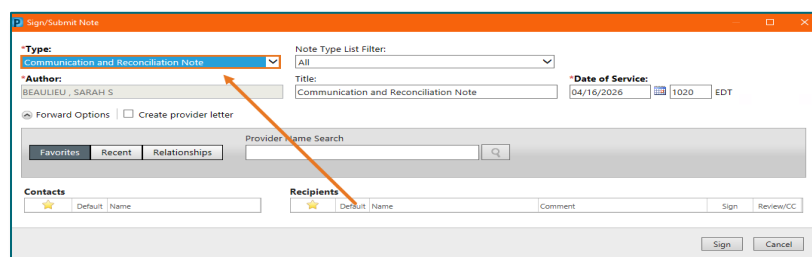
WHAT: The **Communication and Reconciliation** note will allow providers and caregivers to document **CRP (Communication and Resolution Program) – eligible events**. An auto text is available within the note to standardize documentation.

Communication and Reconciliation Note

- Search for **Communication and Reconciliation Note**.
- Click **once** on the **/CRPnote** auto text, then **double-click** to populate the smart template.



NOTE: Upon signing, select the Communication and Reconciliation Note Type.



WHY: As part of Northern Light Health's ongoing commitment to **quality, safety, and transparency** in patient care, the new **Communication and Reconciliation Note** establishes a standardized, reliable method for documenting key clinical communications during **CRP-eligible events**. The approach enhances clarity around the event, reinforces NLH's commitment to transparency in quality and safety, and strengthens relationships with patients and their families while aligning with NLH organizational values.

Key Benefits

- Clear, consistent documentation of clinical communications with patients and families
- Efficient, multi-select dropdowns that support streamlined documentation
- Enhanced patient-facing, multidisciplinary communication

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- CMOs
- Providers
- Quality Directors

NEW: Body Fluid Order Update

WHAT: When placing laboratory orders for body fluid results, providers will now see the **Synovial Fluid Cell Count** order available for selection.

NOTE: Providers should no longer use the Body Fluid Cell Count order for synovial fluid specimens.

EHR Updates

Week of April 23 – April 29, 2026

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WHY: The change updates the reflexing orderables available to the laboratory, supporting more accurate processing and improved patient care.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Laboratory Staff
- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
- Remedial education needs for system navigation, functionality or workflows
- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

NOTE: This does not/should not replace existing process for logging a help desk ticket directly to Health Informatics for more immediate virtual assistance using this [link](#). This does not replace existing process for requesting Health Informatics new hire education using this [link](#).

Why is This Process Changing?

To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.

The screenshot shows a search bar with the text 'health' entered. Below the search bar, a dropdown menu is open, displaying 'Health Informatics At-the-Elbow Support Request' as a search result. A red box highlights this result. Above the search bar, a red text prompt reads: 'Start typing in the search box first, if you don't find what you need click Open a Ticket'.

Peri-Op

Reporting Units Update

WHAT: Reticulocyte (Retic) reporting units are being updated to ensure consistency between systems. Cerner will report Retic units to match the units used by the Sysmex analyzer, $\times 10^6/\mu\text{L}$, which are now age and sex specific.

In addition, **CBC reference ranges will be updated** at **NL EMMC** and **NL Mercy** to what the rest of the system has in place.

NOTE: This is a unit alignment only and does not reflect a change in patient results or clinical interpretation.

WHY: The update is being made to keep results consistent and easier to interpret across systems.

WHEN: Tuesday, April 21, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Staff
 - Providers
-

EHR Updates

Week of April 23 – April 29, 2026

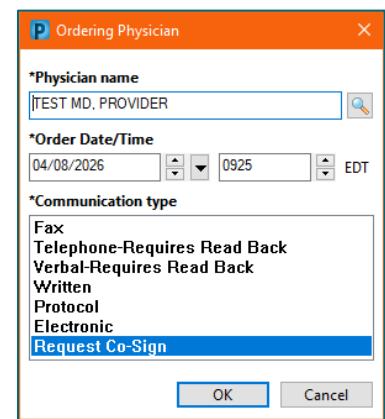
Ordering Without Privileges: Ordering Physician Window

WHAT: Certain **residents, visiting clinicians, and providers from external groups** who lack **ordering privileges** will see the **Ordering Physician window** when placing **orders and prescriptions**. When this occurs, the name of an attending or supervising provider must be entered before the order can be submitted.

Ordering Physician Window

- If the **Ordering Physician window** appears, this will indicate no ordering privileges.
- Enter the **attending or supervising provider's name** within the ***Physician name** field of the **Ordering Physician window**.
- Select **Request Co-Sign** and click **OK**.

For more information, click [here](#).



NOTE: NL Acadia and EMMC Residents are fully credentialed to place orders and prescriptions.

WHY: The update will ensure providers who are not fully credentialed will be prompted to enter a supervising or responsible provider in the Ordering Physician window, helping prevent order failures and delays in patient care.

NOTE: Providers who feel they are receiving the Ordering Physician window notification in error, are advised to place a help desk ticket immediately.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Uncredentialed Providers/Residents
-

New Communication and Reconciliation Note

WHAT: The **Communication and Reconciliation** note will allow providers and caregivers to document **CRP (Communication and Resolution Program) – eligible events**. An auto text is available within the note to standardize documentation.

Communication and Reconciliation Note

- Search for **Communication and Reconciliation Note**.
- Click **once** on the **/CRPnote** auto text, then **double-click** to populate the smart template.

The left screenshot shows a text editor with the auto text **/CRPnote** highlighted. An orange callout bubble says "1. Click once here" pointing to the text. Another orange callout bubble says "2. Double-click here" pointing to the text. The right screenshot shows the "Communication and Reconciliation Note" smart template. It includes fields for "Description of Event" (General Category, Date and Time of Event, Summary), "Communication with Patient & Family" (Who was present, Method, Information Shared), "Patient & Family Feedback" (Understanding), and "Plan & Next Steps".

NOTE: Upon signing, select the **Communication and Reconciliation Note Type**.

The screenshot shows the "Sign/Submit Note" window. The "Type" dropdown is set to "Communication and Reconciliation Note". The "Author" is "BEAULIEU, SARAH S". The "Title" is "Communication and Reconciliation Note". The "Date of Service" is "04/16/2026". The "Recipients" section shows a list of contacts with a search bar and a "Sign" button. An orange arrow points from the "Type" dropdown to the "Recipients" section.

WHY: As part of Northern Light Health’s ongoing commitment to **quality, safety, and transparency** in patient care, the new **Communication and Reconciliation Note** establishes a standardized, reliable method for documenting key clinical

EHR Updates

Week of April 23 – April 29, 2026

communications during **CRP-eligible events**. The approach enhances clarity around the event, reinforces NLH's commitment to transparency in quality and safety, and strengthens relationships with patients and their families while aligning with NLH organizational values.

Key Benefits

- Clear, consistent documentation of clinical communications with patients and families
- Efficient, multi-select dropdowns that support streamlined documentation
- Enhanced patient-facing, multidisciplinary communication

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
- Ambulatory/WIC

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- CMOs
- Providers
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NEW: Body Fluid Order Update

WHAT: When placing laboratory orders for body fluid results, providers will now see the **Synovial Fluid Cell Count** order available for selection.

NOTE: Providers should no longer use the Body Fluid Cell Count order for synovial fluid specimens.

WHY: The change updates the reflexing orderables available to the laboratory, supporting more accurate processing and improved patient care.

WHEN: Tuesday, April 28, 2026

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)
-

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Acadia and Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Laboratory Staff
- Providers

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

WHERE: This process affects all Northern Light staff across all member organizations.

WHAT: Beginning **April 28**, all Health Informatics (HI) at-the-elbow support requests must be submitted via the ServiceNow portal. This includes assistance in a 1:1 or group setting (staff meeting/huddle) for:

- Personalized or practice/unit-specific EHR support needs
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- Workflow efficiency review

The new workflow will replace any ad-hoc emails, phone calls, and informal escalation pathways through Health Informatics team members directly.

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Why is This Process Changing?

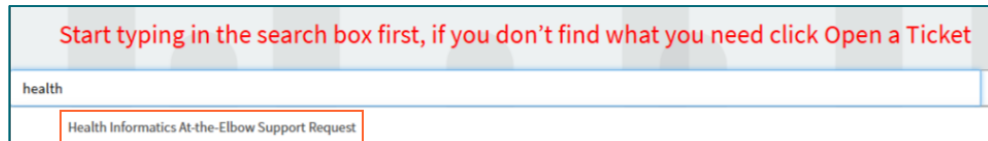
To improve efficiency, enhance tracking and prioritization of support needs and HI resources, and ensure timely response and resolution.

HOW: You can submit a Health Informatics at-the-elbow request by:

EHR Updates

Week of April 23 – April 29, 2026

- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search bar with the text "health" entered. Below the search bar, a dropdown menu displays "Health Informatics At-the-Elbow Support Request". Above the search bar, a red text prompt reads: "Start typing in the search box first, if you don't find what you need click Open a Ticket".

Therapies: Occupational, Physical, Speech, & Respiratory

Ambulatory Only

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

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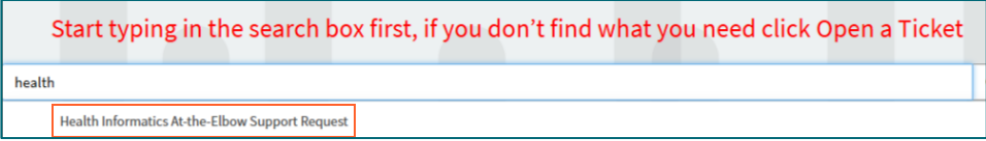
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Start typing in the search box first, if you don't find what you need click Open a Ticket

health

Health Informatics At-the-Elbow Support Request

Inpatient/ED Only - Rehab

CareAware Vitals Link – Phase 2, Wave 2 (ARG Only) *(Education Open – Go-Live 5/18)*

Education Strategy and Important Dates – PromisePoint is OPEN!

WHEN: Monday, May 18, 2026

WHERE: The change will affect the following areas:

- Acute/Inpatient

At the following NLH Member Organization:

- AR Gould
- Eastern Maine Medical Center

On the following floors:

- ARG – ED
- ARG – ICU
- ARG – Infusion Center
- ARG – Med/Surg and Overflow
- ARG – Rehab
- EMMC – Grant 8
- EMMC – OB
- EMMC – Peds Sedation

WHO: The change will affect the following staff:

- All Clinical Staff

WHAT: Optimize clinical workflows through the use of CareAware VitalsLink and Welch Allyn devices to accurately capture patient vital signs and seamlessly integrate them into the electronic health record.

WHY: To support safer, more efficient patient care by improving the accuracy and timeliness of vital sign documentation. CareAware VitalsLink and Welch

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Allyn devices reduce manual entry, minimize documentation errors, and streamline bedside workflows by automatically integrating patient vital signs into the electronic health record—allowing clinicians to spend more time focused on patient care.

EDUCATION STRATEGY: All Clinical Staff

- **Online Promise Point Simulation Education Available Now!**
 - **Curriculum: Vitals Link – Welch Allyn Video**
 - **Course Name: NOLH-1064 ACTCLN – Vitalslink – Welch Allyn Video** Duration 15 mins!
- **Flyer-based education**
- **FAQs click [here](#).**

HOW: Required Online Education in the PromisePoint Community

- **Online Simulator Education – Available Now!**
 - **URL:** www.promisepoint.com/northernlighthouse
 - **Username:**
 - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
 - **Contracted Employees:** Username provided at the time of hire
 - **Initial Password:** password
 - Initial password is all lowercase.
 - If PromisePoint password has been previously set-up, please use that password.
 - **Need a password reset?** [Click this link to reach out to Health Informatics](#) (resets are available M-F, 08:00-16:30) or call 1-207-973-7728 for assistance.



IMPORTANT: Video education must be completed before go-live.

KEY UPCOMING DATES:	Date: April 20	PromisePoint Simulation Education Opens
	Date: May 17	DUE: All Assigned Education
	Date: May 18	Go-Live (Focused & Rounding Health Informatics support)

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

NEW: Health Informatics At-the-Elbow Request Process via ServiceNow Self-Service Portal

WHEN: Tuesday, April 28, 2026

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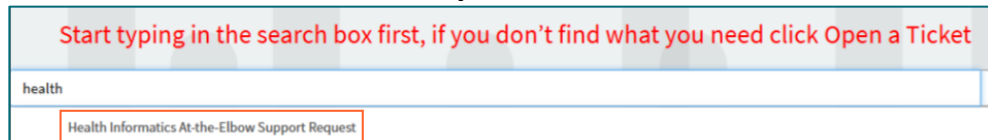
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EHR Updates

Week of April 23 – April 29, 2026

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- Accessing the ServiceNow Self-Service Portal and search for **Health Informatics At-the-Elbow Request**.



The screenshot shows a search interface with a red instruction bar at the top: "Start typing in the search box first, if you don't find what you need click Open a Ticket". Below this is a search box containing the text "health". Underneath the search box, a dropdown menu is open, displaying the search result "Health Informatics At-the-Elbow Support Request", which is highlighted with a red border.