The Epic Hyperdrive Transition is coming soon!

Pilot: Wednesday, April 3, 2024

Full Go-Live: Wednesday, April 24, 2024

Contents:

Why Is Cooper Doing This?

Epic is transitioning to a more modern web-based delivery system via the Hyperdrive client, which will allow continued development of new features and improved functionality. As a result of this transition, the old Classic client will no longer receive updates or support in future versions of the Epic system.

Prior to the upcoming upgrade, it is essential that Cooper completes the full transition to Hyperdrive. This ensures that any issues related to the new Epic system can be addressed in a timely manner, allowing uninterrupted patient care and support for our entire team.

Where Are the Pilot Locations?

These are the locations that will go-live as part of the pilot on Wednesday, April 3, 2024, starting as early as 6 a.m.

- **Inpatient** – Pavilion 5
- **Health Information Management (HIM) Department**
- **Revenue Integrity** – CCBO, Suite W-203
- **Ambulatory:**
    - **Diagnostic Radiology** – Sheridan Pavilion, Three Cooper Plaza, Suite 100
    - **Cooper Internal Medicine at Gloucester City**
    - **Cooper Family and Community Medicine at the Kroc Center**
    - **CCA at Mount Laurel – Internal Medicine and Endocrinology**

All other locations will be included in the general go-live on Wednesday, April 24, 2024.

How Will I Access Epic?

Onsite-users or users with Cooper laptops on a VPN connection:

1. During the morning of your area's go-live, a push will be made to the computers there with two new icons on the Desktop:

    a. This Hyperdrive icon will be the main entry point into Cooper's Epic environment moving forward. It is the direct replacement of the "Epic EMR" icon that exists today.

    b. This Hyperdrive icon replaces the "Epic Read Only" icon that lives in Citrix today. It is meant to be used during downtimes, but can be accessed at any time.

2. While the above pushes are being completed, the existing 'Epic EMR' icon shown below will continue to be available until reports show all active/connected machines have received the Hyperdrive push.

3. Once all active/connected machines are showing as having received the Hyperdrive push, the "Epic EMR" icon will be removed from those machines.

Offsite-users without a Cooper laptop/VPN:

These users will continue to access Epic as they always have via the remote.cooperhealth.edu portal. The transition of the Citrix published icon will occur at a later date after internal/VPN computers are complete.

What if My Computer Is Missing Application Icons?

If you encounter a situation where the "Epic EMR" icon has already been removed, but your computer has not received the new Hyperdrive "Epic Production" icon yet:

1. If you just turned your computer on, please wait for 15 minutes to give the Hyperdrive push an opportunity to complete.
2. If your computer has been on and connected, or you waited the 15 minutes, please contact the Service Desk at 856.968.7166 to log an incident.
3. While the push is resolved, you can revert back to the Classic client by launching the Cooper Citrix portal via the Desktop "Cooper Citrix Portal" icon and then launching "Epic Production" within the Citrix portal.
4. Once you do have the Hyperdrive icon on your desktop, it is requested that you revert back to using this instead of the Citrix published app.

What Do I Do if I Have an Issue With Hyperdrive?

If you encounter an issue while using Hyperdrive that is specific to Hyperdrive and not the Classic client:

1. Please contact the Service Desk at 856.968.7166 and report the issue with any relevant details on how to reproduce. Please mention it is a "Hyperdrive" issue so the Cooper IT team can address appropriately.
2. While the issue is resolved, you can revert back to the Classic client by launching the Cooper Citrix portal via the Desktop "Cooper Citrix Portal" icon and then launching "Epic Production" within the Citrix portal.
3. Once the issue is resolved, it is requested that you revert back to using Hyperdrive.

Where Can I Review Training Materials?

Training materials for both Clinical User roles and Revenue Cycle User roles are available here for the Hyperdrive transition:

Can I Test Drive Hyperdrive Ahead of Time?

Yes! The Epic "Sandbox" environment is already published for on-site Cooper Computers and Cooper laptops that are connected in via the VPN. You can find the "Sandbox" icon here:

Start button→Epic folder→Sandbox
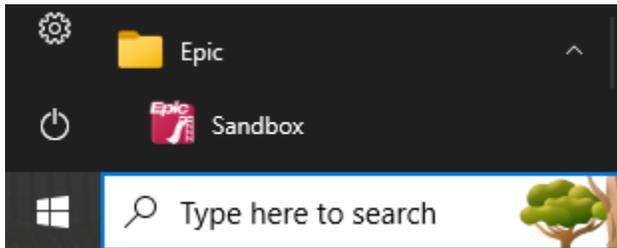
Please remember that your normal login is not used in Sandbox, and you must find a login for your role within this document to access Sandbox:

http://portal/SiteDirectory/epictraining/Tip/Sandbox%20log%20ons%20-%20multi%20roles.xlsx