

# General Epic - Top Efficiency Tips

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# Introduction

The content in this quick start guide is predominantly a list of short tips that are designed to help users become more proficient after they have achieved a basic understanding of the system (post go-live). These shorter tips might be easier for busy users to process and retain, and this document can be distributed through a user's Learning Home in the same way as more comprehensive quick start guides.

Note that every tip might not be applicable to your organization, as you might not be using the particular feature described in a tip or your users might not have the appropriate security. They shouldn't need modification, but you can customize any tip as appropriate for your organization.

# General Shortcuts

## General Shortcuts

- If the name of a button, menu, or tab includes an underlined letter or number, press **Alt** and the letter to select it.
- Press **Tab** or **Shift+Tab** to move forward or backward between items like fields. Press **Spacebar** to select the item you're on.
- Use these shortcuts to select multiple items from a list:
  - **Ctrl+click** to select multiple items one at a time. Select an item again while pressing **Ctrl** to clear it.
  - **Shift+click** the first and last items in a list to select them along with all the items in between.
- In the Patient Lookup window, press = and then **Enter** twice to open the patient whose chart you were last in.
- In time fields, enter "n" to pull in the current time. Use this for relative times, too. For example, enter "n+30" to pull in a time that's 30 minutes from now, or "n-30" for a time 30 minutes in the past.
- In date fields, enter "t" for today, "m" for months, or "y" for years followed by plus ("+") or minus ("-") a number. For example, enter "t-3" for three days ago or "w+1" for one week from now.

If you use a Mac, the Command key is the equivalent of Ctrl, and the Option key is the equivalent of Alt.

## Hyperspace Basics

- Type a keyword, such as a medication or condition, into the search bar at the top center of your screen and press **Enter** to quickly find information related to that keyword in the chart.
- Press **CTRL+Spacebar** to search the chart from anywhere within the chart.
- Open an activity, such as the Analytics Catalog, by typing its name into the search bar and pressing **Enter**.
- Click a column header to sort by that column. Click once to sort in ascending order or twice to sort in descending order.
- To see a list of all options for a field, click the magnifying glass or press **F5**. Enter a few letters to narrow the list.
- Click the **Refresh** icon in any activity to see all changes or additions to the information since you opened the activity.
- Use the **Up** and **Down Arrow** keys to move through lists, or type a letter to jump to that part of the list.
- **Ctrl+Alt+S** - Secure your Hyperspace session.
- **Ctrl+Alt+L** - Log out of Hyperspace.
- **Alt+F4** - Close Hyperspace.
- **Ctrl+W** - Close the current workspace.
- Hover your mouse pointer over an icon to see a tooltip with information about that icon.
- Press **CTRL+Up or Down Arrow** to move between activity tabs, and **Ctrl+Tab** or **Ctrl+Shift+Tab** to move left or right between workspaces.
- From your home activity, press **Ctrl+Shift+number 1-9** to open the corresponding activity from left to right on the main toolbar.
- Press **Ctrl+P** to print the current document (if the **Print** button is enabled).
- Press **Alt** to expand the Epic menu, where the last five activities you opened are listed at the top.

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## In Basket

- Click a column header to quickly sort the messages in an In Basket folder. Click the header again to sort them in the reverse direction.
- Click **Preferences** to change your In Basket folder order:
  - On the **Folder Order** tab, press and hold **Ctrl** as you select the folders that should be near the top. Then drag those folders to the **My Favorites** section.
  - Drag and drop to adjust the order of the folders you selected. Click **Accept** to save your new folder order.
- The Home screen provides an overview of your In Basket.
  - Monitor New or High Priority messages.
  - View and manage pools you are signed into.
  - Saved Searches are now easily accessible to jump back to information you've recently viewed.
- Press **Ctrl+Alt+3**, then **R** to reply to an In Basket message or press **Ctrl+Alt+3**, then **F** to forward it to a colleague.
- To remove a message from your In Basket until later, click **Follow-up** and select a date in the **Postpone** section.
- Change an In Basket message's status back to Read or New by right-clicking the message and selecting **Mark As New** or **Mark As Read**.
- Send staff messages at a later date or time. Create an In Basket message and expand the Dates section on the right to change the send date or time.
- Click **Search** to look for messages in your In Basket, such as those you've postponed. Save searches you use often.
- When you're reading an In Basket message, press:
  - **F5** to refresh the selected message.
  - **Delete** to mark the selected message as Done.
- To see if a recipient read your message, go to the **Sent Messages** tab and look at the **Status** report.
- Right-click an In Basket message to see the same actions from the toolbar in a convenient right-click menu.
- Mark more than one In Basket message as Done by pressing and holding **Ctrl**, selecting each message, and clicking **Done**. For messages that are listed consecutively, select the first one, press and hold **Shift**, select the last one, and then click **Done**. This applies to other actions too, like completing several Patient Call messages at once.

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## Secure Chat

- **Alt+Shift+N** - Start a new conversation.
- **Alt+Shift+E** - Jump to the message entry field.
- **Alt+Shift+D** - Add a participant to a conversation.
- **Alt+Shift+L** - Leave the selected conversation.
- **Alt+Shift+R** - Discard the current draft conversation.

- **Alt+Shift+S** - Set up auto-forwarding.

## Report Toolbar

- Click the wrench button to change the report buttons that appear in the toolbar or the order of the report buttons.
- To change the name of a report toolbar button, click the wrench icon and select **Add or remove tabs from toolbar**. In the **Caption** column, enter the new name for the button. The shorter the button names, the more buttons you can fit on the toolbar.
- Select a report and click the up or down arrows to move the report to your desired location. Click **Remove** to remove the report from the toolbar.
- Scroll to the bottom of the list and click the magnifying glass to view reports available to add to your toolbar.
- To reset the report toolbar buttons to the defaults, click the wrench icon and **Remove** all of the reports. The next time you select a patient or open a chart, the default report buttons appear.

## Text Editing

- Press:
  - **Ctrl+Z** to undo your last action.
  - **Ctrl+Y** to redo the last action you undid.
- Press:
  - **End** to move your cursor to the end of a line.
  - **Home** to move it to the beginning of a line.
- Press:
  - **Ctrl+A** to select all text in a text box.
  - **Ctrl+C** to copy selected text.
  - **Ctrl+V** to paste the text you copied.
  - **Ctrl+E** to open pasteboard and copy what's highlighted to pasteboard.
  - **Alt+L** to paste all entries in the pasteboard.
  - **Alt+S** to paste selected entry in the pasteboard.
  - **Alt+E** to delete the selected entry from the pasteboard.
  - **Alt+R** to delete all entries from the pasteboard.
  - **Ctrl+X** to cut selected text.
  - **Ctrl+B** to bold selected text.
  - **Ctrl+U** to underline selected text.
- Press:
  - **Alt+D** to edit personal dictionary.
  - **Alt+W** to add new word to dictionary.
  - **Alt+Y** to add new dictionary for multiple users to edit.

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