

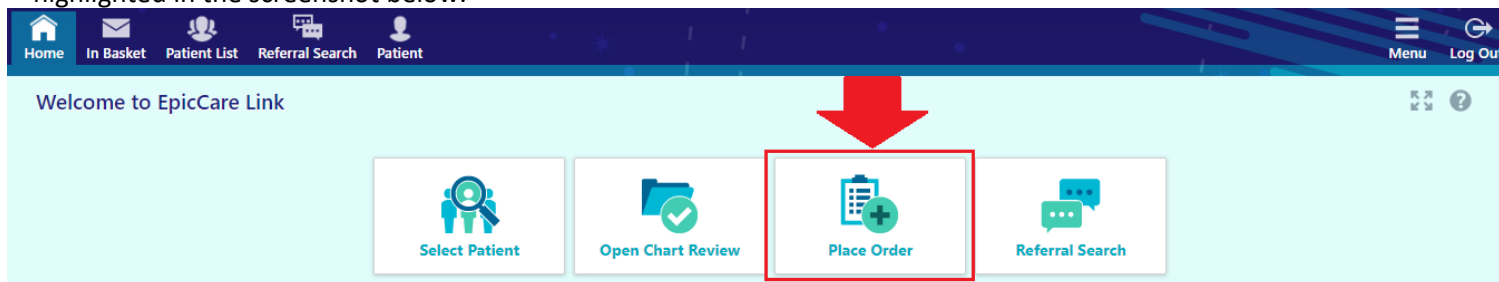
HPH EpicCare Link: Order Entry Workflow

Purpose: The ability for an EpicCare Link organization to place a referral order for their patient to an HPH department. This workflow should reduce the number of manual efforts in faxing referral documents or calling up the clinic to schedule an appointment for the patient.

HPH EpicCare Link Website: https://epiccarelink.hawaiiipacifichealth.org/EpicLink/common/epic_login.asp

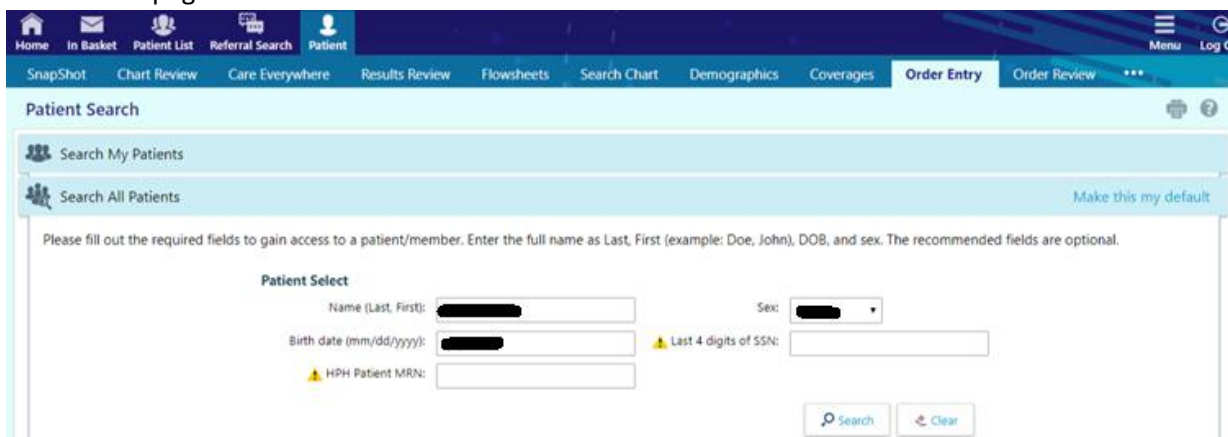
Step 1 – Place Order

Log into the website linked above with your ECL specific credentials. Upon login, select the “Place Order” button as it is highlighted in the screenshot below.

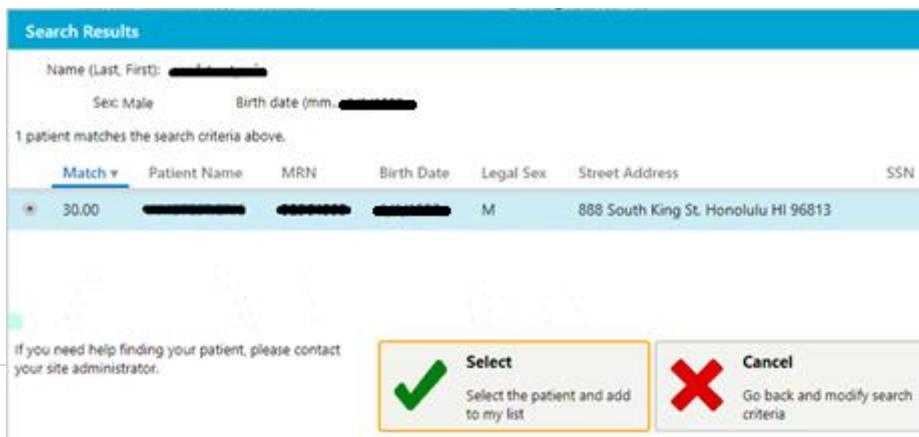


Step 2 – Patient Lookup

You will be presented with your Patient Search screen where you would need to look up your designated patient for this referral order. If your patient list is too long, it will not load everything on the same page. You may also use the “Recent” tab to find any recently patients that you had previously queried. If not, you may use the search function listed towards the bottom of the page under “Search All Patients”.



If you had used the search query to lookup your patient, you will be prompted with a confirmation window asking if the patient shown in the results is the intended patient you were searching for. The matches are based on the minimum criteria entered (Patient Last Name, First Name, Gender, DOB).



The following screen after selecting the patient would be the “Break-The-Glass” screen, where you will be prompted to enter a reason for accessing this patient record. You may also use the comment field to indicate that this is for a referral process.

Patient Select Confirmation

Accessing a patient's chart will be monitored and should only be accessed for patient related care. Please select a reason for accessing the chart below. If none of these entries apply, please choose "Other Health Care Operations" and enter a description in the "Comment" field.

Patient Information

Patient Name: [REDACTED] Sex: [REDACTED] DOB: [REDACTED] SSN: [REDACTED]

Reason: **Direct Involvement with Patient Care** Comment: [REDACTED]

Direct Involvement with Patient Care
 Direct Involvement with Patient Care
 Other Health Care Operations
 Management of Patient Care

Step 3 – Order Entry

Select the appropriate authorized provider for this referral order.

Referral Search [REDACTED]

Snapshot Chart Review Care Everywhere Results Review Flowsheets Search Chart Demographics **Order Entry** Menu Log Out

Order Entry

Select an authorizing provider for this order.

Select Authorizing Provider

[REDACTED]

Miura, Dawn A, MD
 Saito, David M, MD
 Tom, Russell Mark, MD

The following screen is where you can search for HPH-site specific referrals to send patients to. A quick way to find a list of referral specialties is to use the Preference List link.

Snapshot Chart Review Care Everywhere Results Review Flowsheets Search Chart Demographics **Order Entry** Menu Log Out

Order Entry

Preference List Dx Association

New procedure: [REDACTED]

Miura, Dawn A, MD - DAVID SAITO PAT...

Unsigned new orders (0)

No unsigned orders

Orders signed in this encounter (0)

Don't see the order you're looking for? Try [Order Review](#).

At this time, the only specialties that are supported are Straub Endocrinology, Geriatrics, Urology. (See **UPDATES** on page 6 for HPHMG eReferral and Radiant Imaging Orders)

REFER TO STRAUB (HPH Referrals)

- ENDOCRINOLOGY/DIABETES REFERRAL to Straub - Internal referral, Routine, ENDOCRIN - SCPM
- GERIATRIC MEDICINE REFERRAL to Straub - Internal referral, Routine, GERIATRIC - SCHTL
- UROLOGY REFERRAL to Straub - Internal referral, Routine, URO - SCPRL

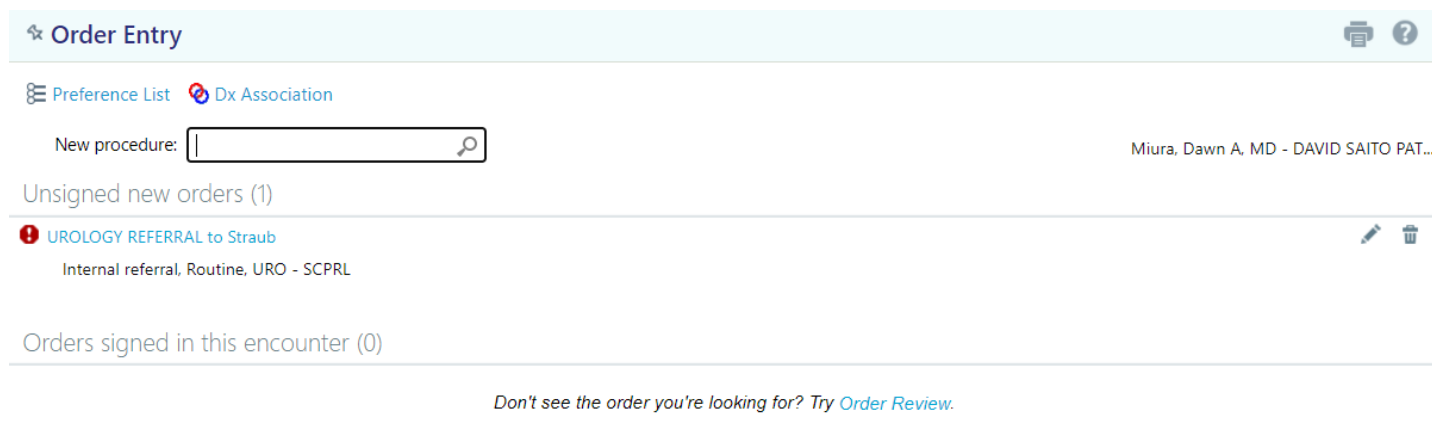
Department Definitions:

ENDOCRIN – SCPM [Pali Momi MOB Suite 600] (For Straub King Street Clinic location, you may search under “SCKNG”)

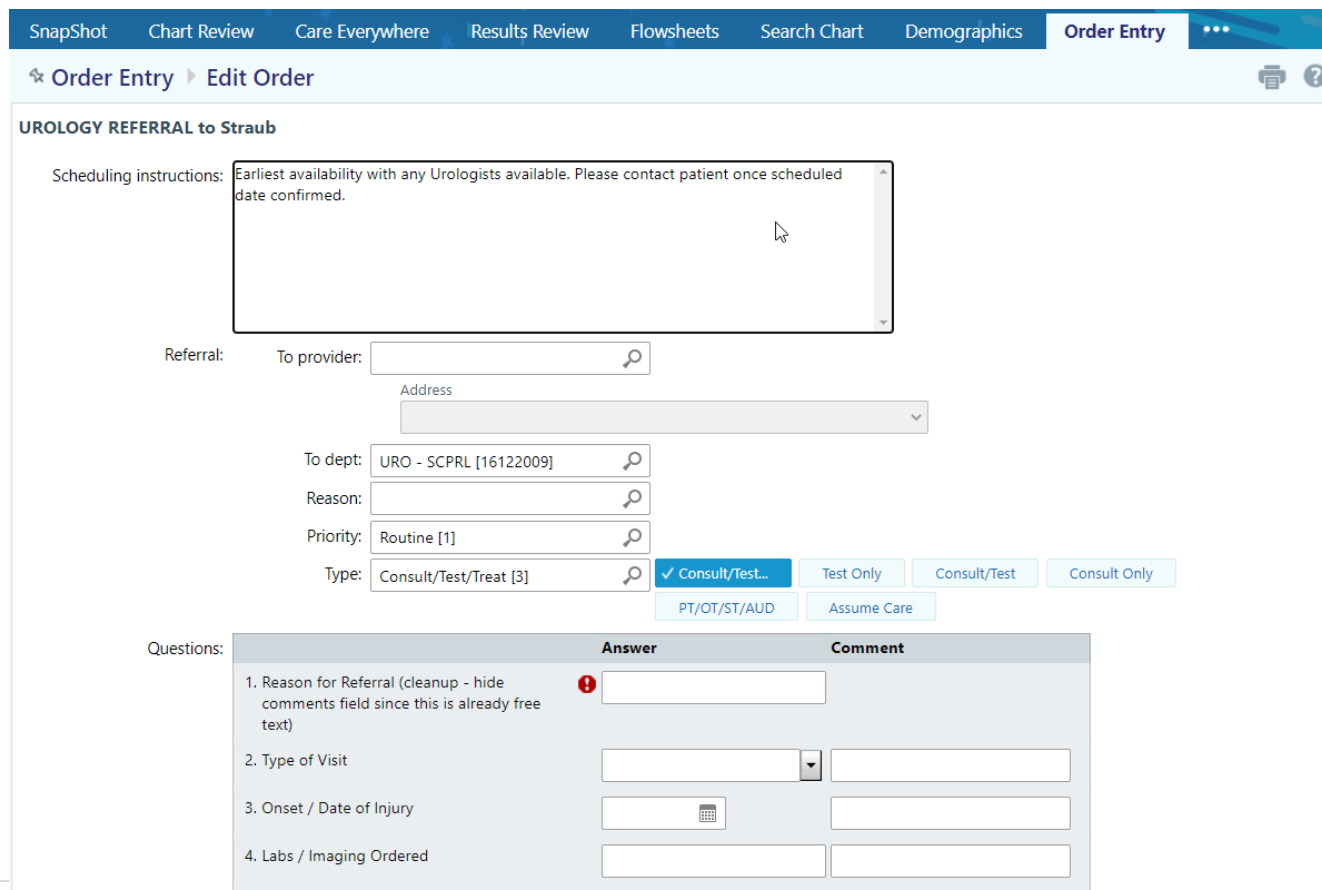
GERIATRIC - SCHTL [Across from Straub King Street ER @ Hotel Street]

URO – SCPRL [Straub Pearlridge] (For Straub King Street Clinic location, you may search under “SCKNG”)

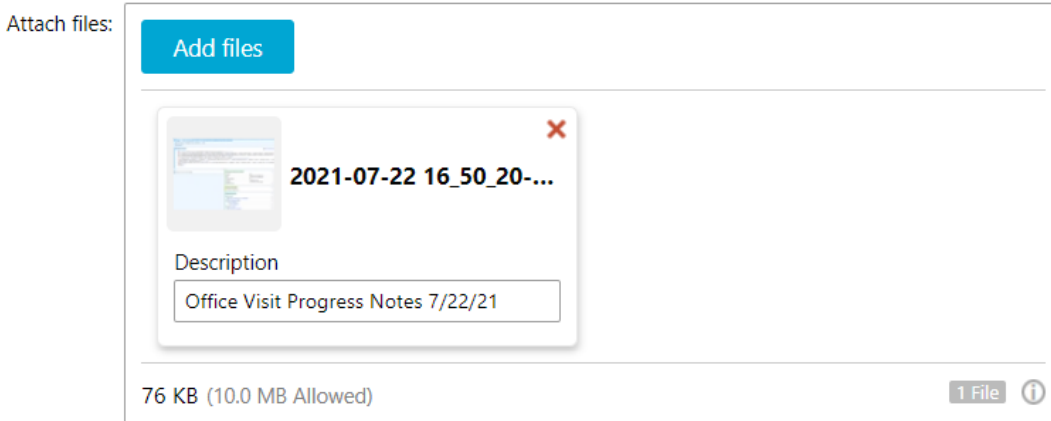
You will be taken back to the main Order Entry screen where you can edit the referral order before signing it. There will be a “pencil” shaped icon that will allow you to edit this referral order.



Within the Edit Order screen, please enter as much information as possible as you’ve done previously for referral forms. If you know the department but not the provider, you can either click the magnifying glass under the “To provider” field to search for all providers within the specific department listed under “To dept”. You may also use the space provided in “Scheduling Instructions” to indicate whether you have a preference of which provider, earliest availability, call patient, etc. There is also the “Dx association” section where you will need to associate a diagnosis to this referral order.



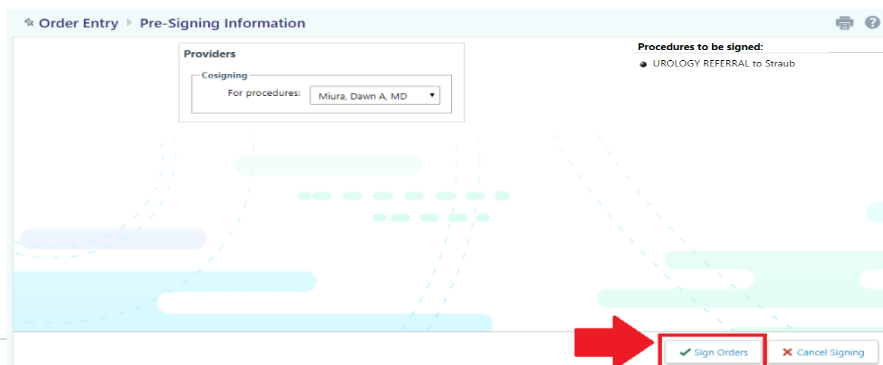
Near the bottom of the order entry page, there is a section where you can attach files necessary for the referral order (Ex. Progress Notes from the previous Office Visits with this patient, etc). The only file types allowed are .jpeg, .jpg, .pdf, and .png. After selecting the files relevant to the referral, please fill out the Description field for each file in order to indicate the contents of the document. This will make it easier for the referred site to view the name by the description of the upload. You may upload multiple documents at one given time as long as it doesn't exceed 10 MB, if so you will have to separate the uploads in batches.



Once you have completed editing the referral order, you will be taken to the main Order Entry screen where you can proceed by selecting the "Sign Orders" button near the bottom right of the screen.



If you are not the provider, the co-sign prompt will appear, please select the appropriate co-signer (should be same as the authorized provider earlier) You may proceed by clicking on the "Sign Orders" button again.



Referral Overview

On the header toolbar, if you hover over your patient’s chart and select “Referral by Member” under the Referrals section, you can review the referrals/imaging orders that was sent for this patient. If you had missed your attachment of your note earlier in the Note Entry part, you can select the referral ID and click on the “Add Note/Attachment” link on the top-left after the Referral Summary report opened up.

Referral by Member Print

View Option:

Click on the referral ID to view more information about that referral

Search Results: 3 referrals found

ID	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation Date
2816068	HMSA	MIURA, DAWN A	URO - SCPRL	NEW	09/14/2021		09/14/2021

Referral by Member ▶ Referral Details

[Add Note/Attachment](#)

Referral Summary

You may review or cancel the referral order and the status of the referral from hovering over your patient’s chart and select “Order Review” under the Orders section.

Order Review Print

From: To:

Authorizing provider: Only my orders

[View Order Report](#) [Cancel Orders](#)

<input type="checkbox"/>	Order Name	Order Date	Order Status	Authorizing Provider	Ordering User	Appt Status
<input type="checkbox"/>	UROLOGY REFERRAL to Straub	09/14/2021	Active	Miura, Dawn A, MD	Chelsey Perreira	Appointment Needed

UPDATES

1/23/23 – Updated the referral pilot program to include additional eReferral orders for Adults and Radiology Imaging Orders shown below:

Adult eReferrals under HPHMG Referral section, used in the “To dept:” field within the referral order:

 To dept: 

HPHMG NEUROLOGY REFERRAL [EREF02]

NEURO – KMC (Kauai Lihue Clinic) | NEURO-SCKNG (Straub King St.) | NEURO – SCPRL (Straub Pearlridge Clinic)
NEURO – PMC (Pali Momi) | NEURO – PMART (Artesian Plaza)

HPHMG MEDICAL ONCOLOGY/HEMATOLOGY REFERRAL [EREF05]

ONCOLOGY – KMC (Kauai Lihue Clinic) | ONCOLOGY – KMSCC (Pali Momi Cancer Center) | ONCOLOGY – SCART (Artesian Clinic) |
ONCOLOGY – SCCC (Pali Momi Cancer Center) | ONCOLOGY – SCKAH (Straub Kahului Clinic) | ONCOLOGY – SCKNG (Straub King St.)
ONCOLOGY – WC (Kapiolani Medical Center for Women and Children)

HPHMG SPORTS MEDICINE REFERRAL [EREF09]

SPORTS ME – KMC (Kauai Lihue Clinic) | SPORTS MED – PMC (Pali Momi) | SPORTS MED – SCKNG (Straub King St.) |
SPORTS MED - SCHWK (Straub Hawaii Kai Clinic) | SPORTS MED – SCKHL (Straub Kahala Clinic)
SPORTS MED – SCPRL (Straub Pearlridge Clinic)

HPHMG CARDIOTHORACIC SURGERY REFERRAL [EREF11]

CARDIOTHORACIC SURGERY – SCKNG (Straub King St.)

HPHMG CARDIOLOGY REFERRAL [EREF12]

CARDIO – KMC (Kauai Lihue Clinic) | CARDIO – KMCKAP (Kauai Kapaa Clinic) | CARDIO – KMCWA (Kauai Waimea Clinic)
CARDIO – PMC (Pali Momi) | CARDIO – SCKNG (Straub King St.) | CARDIO – SCPMHC (Straub at Pali Momi)
CARDIO – SCPRL (Straub Pearlridge Clinic)

HPHMG OPHTHALMOLOGY REFERRAL [EREF14]

OPHTHAL – SCKNG (Straub King St.)
OPHTHAL – SCPRL (Straub Pearlridge Clinic)

HPHMG ORTHOPEDIC SURGERY REFERRAL [EREF15]

ORTHO – KMC (Kauai Lihue Clinic) | ORTHO – KMCELE (Kauai Elelee Clinic) | ORTHO – PMC (Pali Momi, includes hand surgery)
ORTHO – PMKPO (Kapolei Clinic, includes hand surgery) | ORTHO – PMWC (Kapiolani Medical Center for Women and Children)
ORTHO – SCKNG (Straub King St.) | ORTHO – SCKAIL (Straub Kailua Clinic) | ORTHO – SCMIL (Straub Mililani Clinic)
ORTHO – SCPM (Straub at Pali Momi) | ORTHO – SCPRL (Straub Pearlridge Clinic)

HPHMG ELECTROPHYSIOLOGY REFERRAL [EREF16]

ELECTROPHYS – SCKNG (Straub King St.) | ECELTROPHYS – SCKMO (Kuakini MBO)
ELECTROPHYS – SCPMHC (Straub at Pali Momi)

HPHMG RHEUMATOLOGY REFERRAL [EREF20]

RHEUM – KMC (Kauai Lihue Clinic) | RHEUM – SCKNG (Straub King St.)
RHEUM – SCMSC (Straub Mililani Clinic) | RHEUM – SCPM (Straub at Pali Momi)

HPHMG VASCULAR SURGERY REFERRAL [EREF21]

VASCULAR SUR – KMC (Kauai Lihue Clinic) | VASCULAR SURG – SCKNG (Straub King St.)
VASCULAR SUR – SCKAIL (Straub Kailua Clinic) | VASCULAR SUR – SCKPO (Straub Kapolei Clinic)

HPHMG NEUROSURGERY REFERRAL [EREF24]

NEURO SURG – KMC (Kauai Medical Clinic) | NEUROSURG – SCKNG (Straub King St.)
 NEURO SURG – SCPM (Straub at Pali Momi)

HPHMG ALLERGY REFERRAL [EREF25]

ALLERGY – SCKNG (Straub King St.)

Radiant Imaging Order – Upon selecting an HPH Imaging order from the preference list, make sure you select one of the performing locations indicated here: **STRAUB MEDICAL CENTER [1000240]** | **PALI MOMI MEDICAL CENTER [1000231]** | **KAPIOLANI MEDICAL CENTER FOR WOMEN & CHILDREN [1001218]** | **WILCOX MEDICAL CENTER [1000252]** | **INVISION IMAGING [1000646]** (Invision King St.) | or **HONOLULU IMAGING CENTER [1001590]**

Questions:	Answer
1. Clinical Indications or Reason for Exam?	<input type="text"/>
2. Performing location (Please select the location in which the exam is to be performed. This response will aid in the potential for an automatic pre-authorization for the procedure. If you do not see your desired location, contact the help desk to have this list updated.)	<input type="text"/>
3. Pacemaker or metal implants?	<input type="button" value="Yes"/> <input type="button" value="No"/>
4. Contrast per Radiologist? (To indicate if ordering provider wants the contrast updated by the radiologist during protocoling)	<input type="button" value="Yes"/> <input type="button" value="No"/>

Also make sure you use the attach files features within the Order to attach any relevant information/documents that you currently do via Fax to ensure that information is sent over electronically with the order.

11/25/22- Updated the referral pilot program to include our new eReferral process for pediatric specialties shown below:

HPHMG PEDIATRIC UROLOGY REFERRAL [EREF08]

PEDS URO – KMSHP (Hale Pawa Building)
 PEDS URO – KMSKPO (Ka Makana Ali'i Shopping Center)

HPHMG PEDIATRIC SPORTS MEDICINE REFERRAL [EREF03]

SPORTS MED - KMS (Kapiolani Medical Center)
 SPORTS MED – KMSKPO (Ka Makana Ali'i Shopping Center)

HPHMG PEDIATRIC SLEEP MEDICINE REFERRAL (CONSULTS ONLY) [EREF19]

SLEEP MEDICINE – WC (Kapiolani Medical Center)

HPHMG PEDIATRIC RHEUMATOLOGY REFERRAL [EREF40]

RHEUMATOLOGY – KMSHP (Hale Pawa Building)

HPHMG PEDIATRIC PULMONOLOGY REFERRAL [EREF13]

PEDS PULM – KMSHP (Hale Pawa Building)

HPHMG PEDIATRIC ORTHOPEDIC SURGERY REFERRAL [EREF04]

PEDS ORTHO – KMS (Kapiolani Medical Center)

PEDS ORTHO – KMSKPO (Ka Makana Ali'i Shopping Center)

PEDS ORTHO – KMSPM (Pali Momi Medical Office Building, MOB)

HPHMG PEDIATRIC NEUROSURGERY REFERRAL [EREF23]

PEDS NEUROSURG – KMS (Kapiolani Medical Center)

PEDS NEUROSURG – KMSPM (Pali Momi Medical Office Building, MOB)

HPHMG PEDIATRIC NEUROLOGY REFERRAL [EREF10]

PEDS NEURO – KMSHP (Hale Pawa Building)

HPHMG PEDIATRIC NEPHROLOGY REFERRAL [EREF39]

NEPH - KMSHP (Hale Pawa Building)

HPHMG PEDIATRIC GENERAL SURGERY REFERRAL [EREF07]

PEDS SURGERY - KMS (Kapiolani Medical Center)

HPHMG PEDIATRIC GASTROENTEROLOGY REFERRAL [EREF06]

PEDS GASTRO - KMS (Kapiolani Medical Center)

HPHMG PEDIATRIC ENDOCRINOLOGY REFERRAL [EREF17]

PEDS ENDOCRIN – KMSHP (Hale Pawa Building)

PEDS ENDOCRIN - KMSKPO (Ka Makana Ali'i Shopping Center)

HPHMG PEDIATRIC CARDIOTHORACIC SURGERY REFERRAL [EREF22]

PEDS CARDIOTHORACIC SURGERY - KMS (Kapiolani Medical Center)

HPHMG PEDIATRIC CARDIOLOGY REFERRAL [EREF38]

PEDS CARDIO - KMS (Kapiolani Medical Center)

HPHMG ADOLESCENT MEDICINE REFERRAL [EREF36]

ADOLESCENT - KMSHP (Hale Pawa Building)

HPHMG eReferrals allows the referring provider/organization to send a referral order to the HPH specialists. Additionally, the option/ability to select the Order Type of “**Advice Only**” in each order. This will allow opportunities to request/receive advice from specialists if you are unsure whether a referral/consult is needed based off the patient’s signs/symptoms at the time. Please enter your inquiries for advice from specialists in the comment field.

When an “**Advice Only**” Order Type is selected, the department staff will create/initiate an “**E-Referral Response**” Encounter which will send an In-Basket message to the referring provider/organization for further discussion. You can access this in your **In-Basket** → **Patient Calls** folder. You may reply to the message by clicking the “**Reply**” button in your IB Toolbar.

Ex. Dr. Kohatsu (on EpicCare Link) replying to Dr. Yamamoto (HPHMG Peds Rheumatology)

If you had accidentally “Done” the message and it disappears from your In-Basket. You may also review the conversation from the patient’s record via **Chart Review → Encounters Tab → open the E-Referral Response Encounter → Click on the “View Encounter Conversation Summary”** report link.