

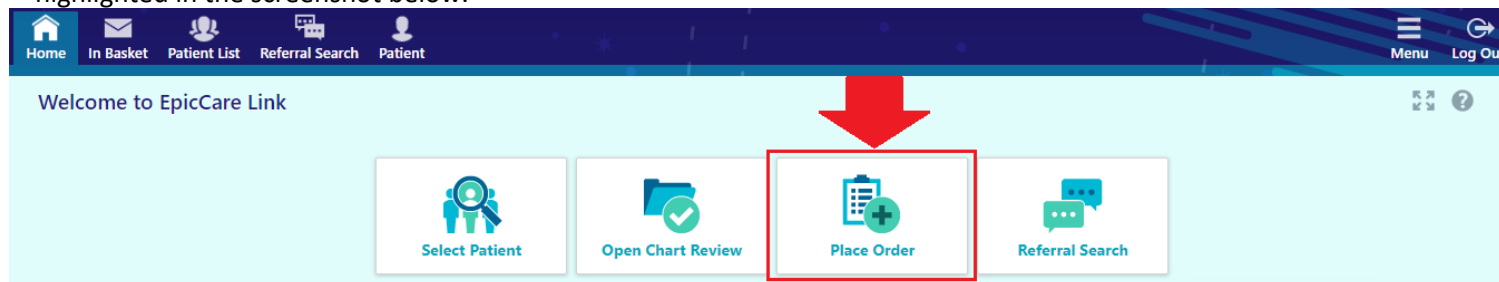
HPH EpicCare Link: Referral Order Entry Workflow

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”.

The screenshot shows the Patient Search screen. The navigation bar includes Home, In Basket, Patient List, Referral Search, and Patient. Below the navigation bar, there are several tabs: Snapshot, Chart Review, Care Everywhere, Results Review, Flowsheets, Search Chart, Demographics, Coverages, Order Entry, and Order Review. The main content area is titled 'Patient Search' and has two sections: 'Search My Patients' and 'Search All Patients'. The 'Search All Patients' section is active and shows a search form with the following fields: Name (Last, First), Sex, Birth date (mm/dd/yyyy), Last 4 digits of SSN, and HPH Patient MRN. There are 'Search' and 'Clear' buttons at the bottom of the form.

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 screenshot shows the Search Results screen. The navigation bar includes Home, In Basket, Patient List, Referral Search, and Patient. Below the navigation bar, there are several tabs: Snapshot, Chart Review, Care Everywhere, Results Review, Flowsheets, Search Chart, Demographics, Coverages, Order Entry, and Order Review. The main content area is titled 'Search Results' and shows a table with one patient match. The table has columns for Match, Patient Name, MRN, Birth Date, Legal Sex, Street Address, and SSN. The match is for a patient with MRN 30.00, Name [REDACTED], Birth Date [REDACTED], Legal Sex M, and Street Address 888 South King St. Honolulu HI 96813. Below the table, there is a confirmation window with two buttons: 'Select' (with a green checkmark) and 'Cancel' (with a red X). The 'Select' button is highlighted with a yellow box.

Match	Patient Name	MRN	Birth Date	Legal Sex	Street Address	SSN
30.00	[REDACTED]	[REDACTED]	[REDACTED]	M	888 South King St. Honolulu HI 96813	

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

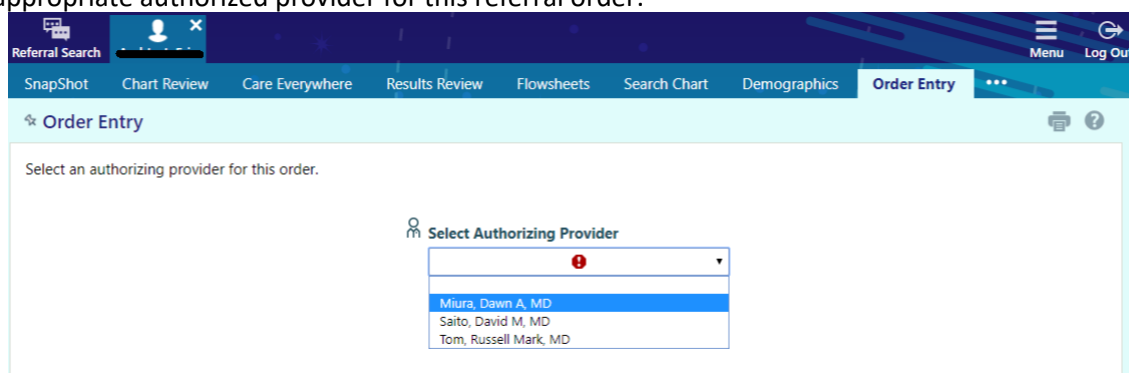
Patient Name: [REDACTED] Sex: [REDACTED] DOB: [REDACTED] SSN: [REDACTED]

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] Menu Log Out

SnapShot Chart Review Care Everywhere Results Review Flowsheets Search Chart Demographics **Order Entry**

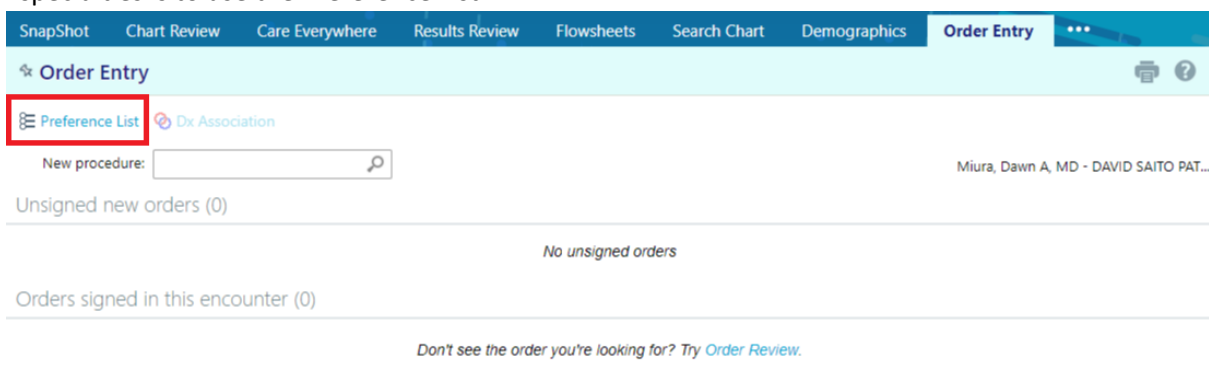
Order Entry

Select an authorizing provider for this order.

Select Authorizing Provider

- 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**

Order Entry

Preference List Dx Association

New procedure: 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

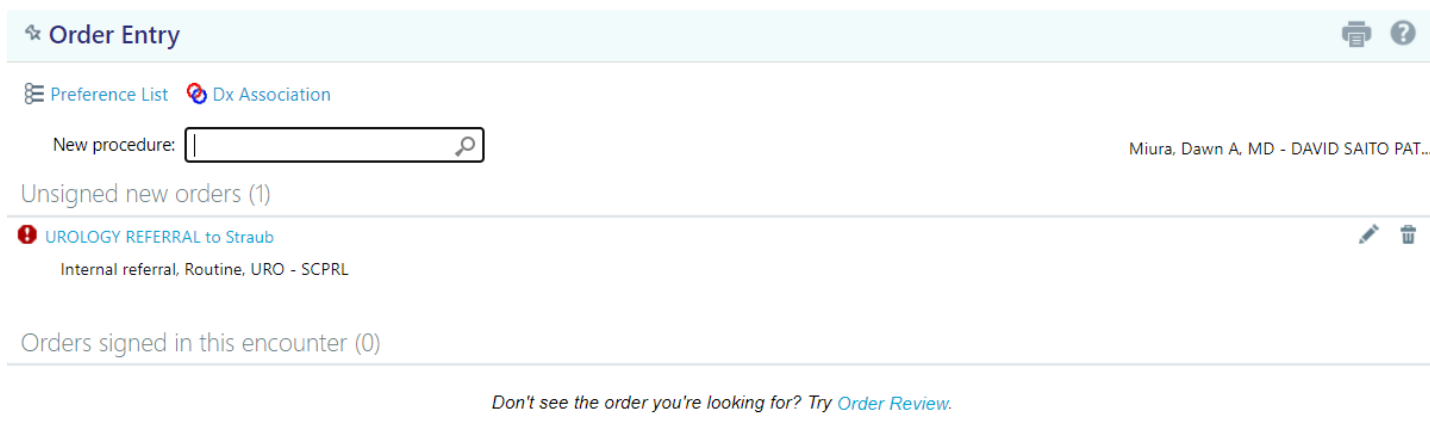
Department Definitions:

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

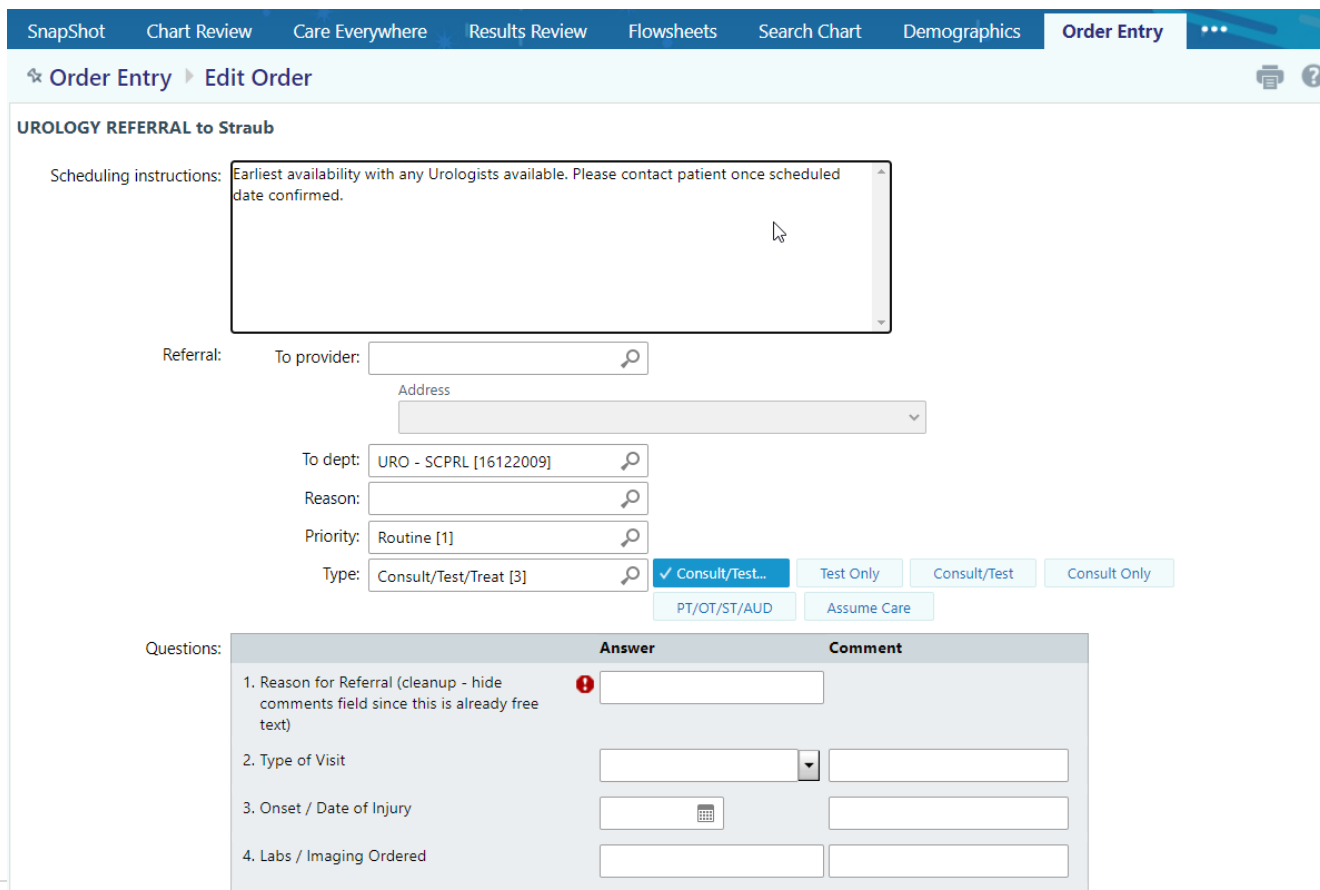
GERIATRIC - SCHTL [Across from Straub King Street ER @ Hotel Street]

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.

Attach files:

Add files


✕

2021-07-22 16_50_20-...

Description

76 KB (10.0 MB Allowed)
1 File i

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.

Order Entry

Preference List ✕ Dx Association

New procedure:

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

Unsigned new orders (1)

UROLOGY REFERRAL to Straub

Internal referral. Routine. URO - SCPRL

✔ Sign Orders

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.

Order Entry > Pre-Signing Information

Providers

Co-signing

For procedures: Miura, Dawn A, MD

Procedures to be signed:

- UROLOGY REFERRAL to Straub

✔ Sign Orders
✕ Cancel Signing

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

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

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