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: <u>https://epiccarelink.hawaiipacifichealth.org/EpicLink/common/epic_login.asp</u>

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".

Home In Basket	Patient List	Referral Search Patient			a (Menu	Ge Log 0
SnapShot	Chart Review	Care Everywhere	Results Review	Flowsheets	Search Chart	Demographics	Coverages	Order Entry	Order Review		
Patient Sea	rch									¢	0
Search N	ly Patients										
Search A	ll Patients								Make	this my def	ault
Please fill ou	it the required f	ields to gain access to a p	patient/member.	Enter the full na	ame as Last, First (e	xample: Doe, John)	, DOB, and sex. T	he recommende	d fields are option	al.	T
		Patient Select									
		Patient Select Name	(Last, First):	_		Sex:	-				
		Patient Select Name Birth date (mr	(Last, First):			Sex:	••••				
		Patient Select Name Birth date (mr HPH Pi	(Last, First):			Sex:	•]			

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).

1	Name (Last, F	inst: endet	•				
	Sec N	fale Birtl	1 date (mm. 💼	_			
1 pat	ient matches	the search criteria ab	ove.				
	Match w	Patient Name	MRN	Birth Date	Legal Sex	Street Address	SSN
۰	30.00			-	м	888 South King St. Hor	nolulu HI 96813

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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.

Step 3 – Order Entry

Select the appropriate authorized provider for this referral order.

Referral Search	×	• *	1 1	•	•			Menu	C) Log Out
SnapShot	Chart Review	Care Everywhere	Results Review	Flowsheets	Search Chart	Demographics	Order Entry		
☆ Order E	ntry							ē	0
Select an aut	thorizing provider	for this order.							
			0						
			M Select Aut	horizing Provid	er	_			
				θ	•	·			
			Miura, Dav	wn A, MD					
			Tom, Russ	ell 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.

				Search chart	Demographics	Order Entry		
Order Ent	try						ē	0
E Preference Lis	ist 📎 Dx Associ							
New procedu	ire:	Ç				Miura, Dawn A	, MD - DAVID SAITO) pat
Unsigned nev	w orders (0)							
			No unsigned or	ders				
Orders signed	d in this enco	ounter (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)

RE	FER 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.

☆ Order Entry	ē 0
E 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	A 10
Orders signed in this encounter (0)	
Don't see the order you're looking for	2 Try Order Review

on't see the order you're looking for? Try Order Review.

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 an diagnosis to this referral order.

SnapShot Chart Rev	iew Care Ever	rywhere Results Re	eview Flo	wsheets Sea	rch Chart	Demographics	Order Entry	•••		
☆ Order Entry 🕨 Ed	lit Order								ē	0
UROLOGY REFERRAL to S	Straub									
Scheduling instructions:	Earliest availability date confirmed.	with any Urologists availat	ole. Please cont	act patient once sc	neduled ^					
Referral:	To provider:		P							
		Address				~				
	To dept:	URO - SCPRL [16122009	م ا							
	Reason:		P							
	Priority:	Routine [1]	P							
	Туре:	Consult/Test/Treat [3]	Q	✓ Consult/Test	Test Only	Consult/Test	Consult Only			
				PT/OT/ST/AUD	Assume Ca	are				
Questions:			Answe	r	Commen	it				
	1. Reason for Refe comments field text)	erral (cleanup - hide I since this is already free	0							
	2. Type of Visit				•					
	3. Onset / Date of	f Injury								
	4. Labs / Imaging	Ordered								

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	
	X 2021-07-22 16_50_20	
	Description Office Visit Progress Notes 7/22/21	
	76 KB (10.0 MB Allowed)	1 File (j)

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	ē 0
目目 Preference List ② Dx Association	
New procedure:	Miura, Dawn A, MD - DAVID SAITO PAT
Unsigned new orders (1)	
UROLOGY REFERRAL to Straub	/ 11
Internal referral, Routine, URO - SCPRL	
	d tim Only
	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.

UROLOGY REFERRAL to Straub	UROLOGY REFERRAL to Straub	Providers		Procedures to be signed:	
		Cosigning For procedures:	Miura, Dawn A, MD	 UROLOGY REFERRAL to Straut 	,

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.

		• *	* *		- ¹ - +		
		Clinical Review	Par	tient Profile	Re	ferrals	
		SnapShot	C	emographics		Referral by Member	
		Chart Review	C	overages			
		Care Everywhere	Or	ders			
		Results Review	C	order Entry			
		Flowsheets	C	order Review			
		Search Chart					
k Referr	al by Meml	ber					ē
ew Option: Click on th	Show Active F	Referrals 🗸	bout that referral				
arch Resu	ilts: 3 referrals	s found					
	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation Date
816068	HMSA	MIURA, DAWN A	URO - SCPRL	NEW	09/14/2021		09/14/2021
		Refer	rral by Member	Referral D	etails		

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.

	· · · · · · · · · · · · · · · · · · ·				
	Clinical Review	Patient Profile	Referrals		
	SnapShot	Demographics	Referral by Men	mber	
	Chart Review	Coverages			
	Care Everywhere	Orders			
	Results Review	Order Entry			
	Flowsheets	Order Review			
	Search Chart				
Order Review					
	From:	9/7/2021	To: 9/14/2021		
	Authorizing provider:	Any 🗸	Only my orders	Search	
🛿 View Order Report 🛛 뷤 Canc	el Orders				
Order Name	Order	Date Order Status	Authorizing Provider	Ordering User	Appt Status
UROLOGY REFERRAL to Str	aub 09/14/	2021 Active	Miura, Dawn A, MD	Chelsey Perreira	Appointment Neede

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 Eleele 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]

☆ Order Entry ▶ Preference List							
	Questions:		A	nswer			
HPH Imaging Cardiac Studies Imaging Imaging Rono Depoint		1. Clinical Indications or Reason for Exam?	0]
Imaging - CT Imaging - Mammogram		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-	0			P	
Imaging - MRI Imaging - NM Imaging - Special Procedure		authorization for the procedure. If you do not see your desired location, contact the help desk to have this list updated.)					
Imaging - Ultrasound Imaging - US OB Imaging - US Vascular		3. Pacemaker or metal implants?	θ	Yes	No		
Imaging - Neuro Studies HPH Referrals HPHMG REFERRAL		 Contrast per Radiologist? (To indicate if ordering provider wants the contrast updated by the radiologist during protocoling) 		Yes	No		
REFER TO STRAUB REFER TO KAPIOLANI							

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.

Attach files:	Add files	
	10.0 MB Total Allowed	0 Files (1)

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 Pawaa 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 Pawaa Building)

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HPHMG PEDIATRIC PULMONOLOGY REFERRAL [EREF13]

PEDS PULM – KMSHP (Hale Pawaa 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 Pawaa Building)

HPHMG PEDIATRIC NEPHROLOGY REFERRAL [EREF39]

NEPH - KMSHP (Hale Pawaa 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 Pawaa 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 Pawaa 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)

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HAWAI'I KAPPOLANI PACIFIC RALI MOMI HEALTH WILCOX	Home In Basket Patient List	Referral Search Ambtest, Eric		Menu Log
	My In Basket	My Messages 🕨 Patient Cal	ls	53 e 0
	My Messages Messages Messages Patient Calls	Priority▲ Status Msg Date Priority▲ Status Msg Date Priority▲ Status Msg Date	Image: Second	Last Accessed Pox
		🗄 Message 🔋 More Info 🔋 Pati	ient Info 핀 Meds/Problems 핀 Vitals/Labs 핀 My Last Note 핀 Help	🖋 Set as Default 🛛 🖷
		Eric Ambtest Male, 30 yr old, 1/1/1992 MRN: <33286962>	G Patient Calls You → Yamamoto, Kara Sanae, MD test reply from dr. kohatsu ecl	(Newest Message First) 4 days ago JK
		Phone: 808-522-4000 (H)	Yamamoto, Kara Sanae, MD routed conversation to You	4 days ago
		PCP: None Coverage: None	Yamamoto, Kara Sanae, MD	4 days ago
		HM: None	Hi Dr. Kohatsu, I think you should be okay to hve the patient try XYZ first and if that doesn't work then sh patient see me. Dr. Kara Yamamoto Note 😢	iould look to have

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** \rightarrow **Encounters** Tab \rightarrow open the **E-Referral Response Encounter** \rightarrow Click on the "**View Encounter Conversation Summary**" report link.

(?) Do you have a quest	tion about this report?	Ask a Questic
Ambtest, Eric		MRN: <3328696
E-Referral Response	Provider: Yamamoto, Kara Sanae, MD (Pe	diatric Rheumatology)
11/21/2022 Status: Open		
Peds Rheumatology - Kapi`ola	ni	
Medical Specialists Hale Pawa	3	
Francisco Martan		
Encounter Notes		All no
E-Referral Conversati	on	
—		
Additional Document	ation	
Encounter Info: Billing Info	History, Allergies, Detailed Report	
Communications		
Communications	n Summany	
View Encounter Conversation	n summary	