Setting your "Out of Office" within Epic for e-Visits

1. Providers, from your inbasket, select the "out" icon.



2. Enter your name as this sets who will be out of office.

Dut of Contact Occasions								
Filtered t	o occasions active b	etween 3/12/	2018 and	3/19/2018				
Person:	Filter by out of contac	t pers 🔎 🕻)ccasions a	active between:	3/12/2018	and 3/19/2018	<u>►</u> ilter	♦ Reset to Default Filters
Person	FromDate	From Time	To Date	To Time	Reason	First Delegate or Cove	ering Group	

3. Select "New" on the bottom left



4. Complete the following fields, including delegates (e.g. your MAs) or covering groups, such as pools and active dates you will be out of the office. Select "Accept." This sets your out of office and grants access to your inbasket (e.g. e-Visits folder) for your delegates during your selected dates.

Create New Out of	Contact Occasion			ĸ
Person:	PACELLO PARAZ, JAMIE [JR	P188] ,C	🖸 🗖 Include įnactive users	
Reason:	© Out	Unavailable	C Other	
Comment:				
Beginning:		Ending:		1
Date:	🔒 📋 🏹 All Day	Date:	🔒 📋 🔽 All Day	
Time:		Time:		
<u>D</u> elegates:	1			
Covering groups	1		0	
			~	
			Accept Cancel	1
				_

Coverage for providers when out of office: MA workflow

1. MA checks the providers e-Visits folder throughout the day

ex	CORAZON R MAGSANOC - INT MED MILNOR1- SCKNG - HPH POC							
Epic - 🚷 Portal 🛗 Schedule 🔤 In B	asket 📇 Chart 🍕 Encounter 🌜 Telephon	e Call - 🔻 Remind N	Ae 🛃 Epic Help 🛛 💙 🍪 🏾					
🛗 🏠 🎯 🗔 🖴								
In Basket 🖾 New Msg 🗸 🖆 Patient Ms	g 🤁 R <u>e</u> fresh 🌸 Settings 🔎 <u>S</u> earch 🖋 I	Manage QuickActions	s 👻 💄 Attach 🛱 Out 🛛 🔤 Propertie					
My Messages	🟠 > E-Visits 1 unread, 3 total							
<u>E-Visits (1)</u>	🖇 QuickActions 🗸 🗙 Done 🥱 E-Visit E	nc 🗙 Cancel E-Visi	it 🖺 Reply to Patient 🖓 Change Prov					
Pt Rx Request (1)	A Status Date	Time	Patient					
	New 05/04/2018 Subject: E-Visit Submission: Other Phone: 808-522-4000 Pro Pool: YES	11:22 AM ovider: Kozak, Kathle	Ambtest, Justin [30000027] en R, MD					

2. When an e-Visit is present, select the e-Visit by double clicking. Select "yes" on the following prompt to copy the questionnaire information into the progress note.

In Basket Action						
Do you want to copy the message text to the encounter notes?					ast	
			<u>Y</u> es	No		
Weight: None Legend: Scores, Non-relevant Questions						

3. Select Smartsets and e-Visit Cancellation. Click "Open SmartSets."



4. Select "Provider is Out of Office" and "sign." This populates the following message to the patient: "The provider you selected for your eVisit is out of the office so you will need to come into the clinic. You can submit an appointment request in Mychart or call us at the number indicated below."

	SmartSets	▼ HPH E-VISIT CANCELLATION PROGRESS NOTE	
	Visit Diagnoses	HPH E-VISIT CANCELLATION	
E-Visit	Meds & Orders	✓ Patient Instructions	
Immunizations	Follow-UP	HPH E-VISIT CANCELLATION PATIENT INSTRUCTIONS Schedule Office Visit	
Communicatio	Routing	◯ Go to Urgent Care/ED	
Sign Visit		Entered in Error Provider Out of Office	
Order Entry Letters		R Click here to select a pharmacy	~
Health Mainte		Associate Edit Multiple R Providers	🗙 Remove 🛛 🔬 <u>P</u> end 🛛 <u>S</u> ign
🗲 Customize		I≪ Restore ✓ Close	↑ Previous ↓ Next

Patient sees:

0	Kathleen R Kozak, MD 05/04/2018 09:49 AM
	Your recent eVisit
	Dear Justin,
	eVisit Follow-up
	The provider you selected for your eVisit is out of the office so you will need to come into the clinic. You can submit an appointment request in MyChart or call us at the number indicated below.
	Should you have any questions, please do not hesitate to contact us at the number indicated below.
	Corazon Magsanoc, MA STRAUB CLINIC AND HOSPITAL INTERNAL MEDICINE - STRAUB CLINIC KING ST 888 S King St Honolulu HI 96813-3097 808-522-4000

5. Scroll down to "Routing" to cc' front desk staff to reach out to the patient to schedule per normal provider coverage protocol. "Sign Visit" to close the e-Visit.

SnapShot	Questionnaires	th Routing	† ↓
	Pt Clinic Rev	Route as: E-Visits 🔎 Priority: Routine 🔎	
	Allergies Problem List	Recipient Modifier	
Chart Review	Medication Review	<u>ې</u>	
Results Review			Add PCP 🗸
	NOTES & ORDERS		Add My List 🗸 🗸
Review Flows	Progress Notes		Build My Lists
-	SmartSets		Clear All
	Visit Diagnoses		Add Fax
E-Visit	Meds & Orders	Fax	es to send: 0
Immunizations	FOLLOW-UP		
Infindinizations	Pt Instructions		
Communicatio	Routing	Routing comment (not saved to notes):	
		🗩 💩 🗠 💁 🖓 🕂 🛛 «Insert SmartText» 📑 🔶 → 💪 🛼	
Sign Visit			
2 2 7 4 10			
Order Entry			
Letters			
Health Mainte		View Routing History Clos	e <u>W</u> orkspace
ricalar Mainte			
& Customize		t Restore ✓ Close	Previous 🖡 Next

You can "Done" the message from your folder to remove.

h	n Basket 🛛 🛱 New <u>M</u> sg 👻 Patient M	lsg 🤁 R <u>e</u> fresh 📅 Edit <u>P</u> ools 🖋	Manage Pools 🗰 Settings 🔎 Search 🖋 Manage QuickActions 👻	💄 <u>A</u> ttach More 👻 🕐	
	My Messages	🟠 > E-Visits 1 unread, 15 t	otal	S <u>o</u> rt & Filter 🚽	
	Results (2)	∮ <u>Q</u> uickActions <mark>→ X</mark> Do <u>n</u> e	🖢 E-Visit Enc 🗙 Cancel E-Visit 🖾 Reply to Patient 🐁 Change Prov	vider 🌮 🌮	
	Addendum (2)	A Status Date	e Time Patient		
	CC Charts	Pend 06/1	8/2018 9:58 AM Ambtest, Jamie [<32823659>]		
	CC Results	Phone: 808-111-2222	Provider: Noon, Sandra K, DO		
	Chart Cosign (1)	Pool: YES			
	Cosign - Clinic Orders (2)	Pend 06/1 2 Subject: E-Visit Submission	3/2018 4:10 PM Ambtest, Jamie [<32823659>] on: Fatique		
	Epic Updates	Phone: 808-111-2222	Provider: Noon, Sandra K, DO		
	E-Prescribing Error (1)	Pool: YES	0/0040 4/50 DH Architect (w/1/2000000001)		
	E-Visits (1)	 Pend 05/3 Subject: RE: E-Visit Subm 	0/2018 4:59 PM Ambtest, Joy [<32823020>] ission: Couah		
	Follow-up Reminder Incomplete Charts (12)		ste 🗉 Mada/Drablama 🔳 Vitala/Laba 🗐 MuLast Nata 🗐 Hala	A Managa QuiskAgtions	
				Manage QuickActions	
	Message Routing	🗧 Ambtest, Jamie 👅			
	Messages (2)	Female, 35 yr old, 6/12/1983 Current view: Showing all answers Show Only Relevant Answers Weight: None Legend: Scores, Non-relevant Questions Phone: 808-111-2222 (H)			
	My Open Encounters (19)				
	T Patient Calls (3) Pt Advice Request (2)	PCP: Noon, Sandra K, DO	- Datiant Pagnangag		
	Pt Reminders (2)	MRN: <32823659>			
	Pt Rx Request (1)	Next Appt: None	₽ [©] Mychart E-Visit Fatigue 1		
	Rx Auth (2)		Question Which of the following best describes your situation?	6/13/2018 4:10 PM HST I am fatigued more than I should be	
			which of the following describes your fatigue?	problem	
	Sent Messages 🛛 🛛 🛛 🕹		How long have you felt fatigued?	A week to a month	
	Completed Work 🛛 🛛 👻		Does your fatigue prevent you from taking care of your	No	