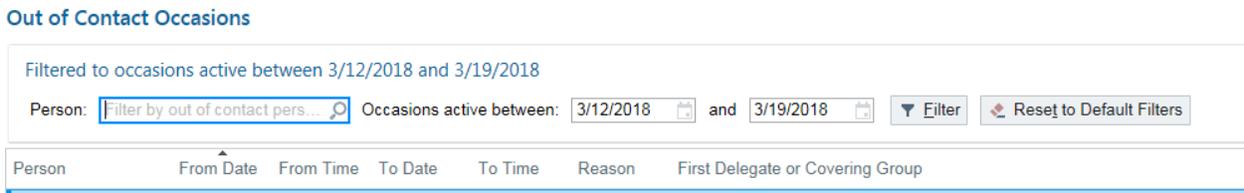


Setting your “Out of Office” within Epic for e-Visits

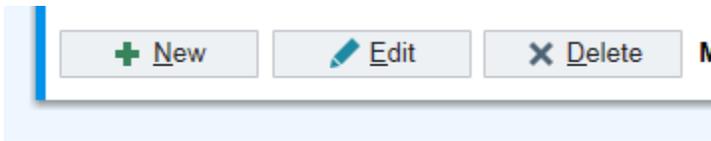
1. Providers, from your inbasket, select the “out” icon.



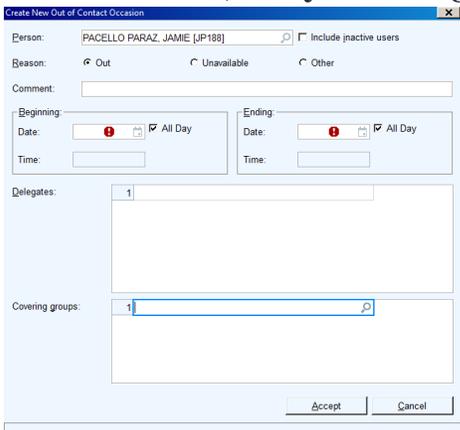
2. Enter your name as this sets who will be out of office.



3. Select “New” on the bottom left

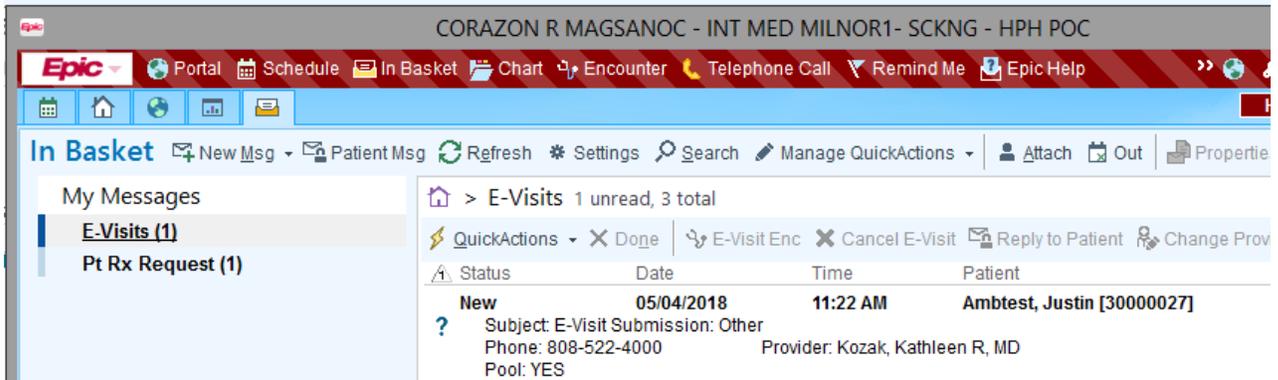


4. Complete the following fields, including delegates (e.g. your MAs) or covering groups, such as pools and active dates you will be out of the office. Select “Accept.” This sets your out of office and grants access to your inbasket (e.g. e-Visits folder) for your delegates during your selected dates.

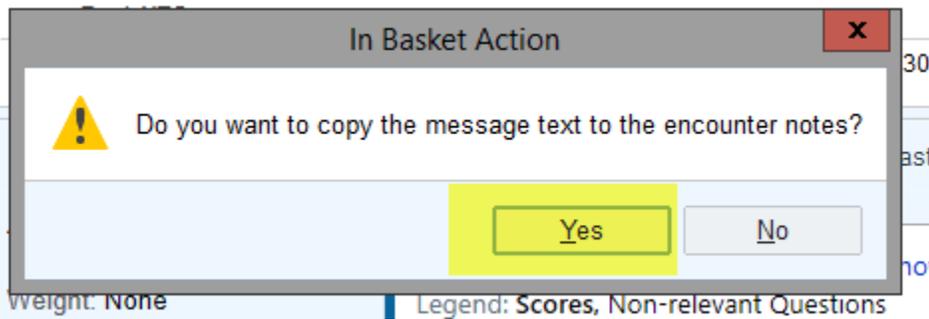


Coverage for providers when out of office: MA workflow

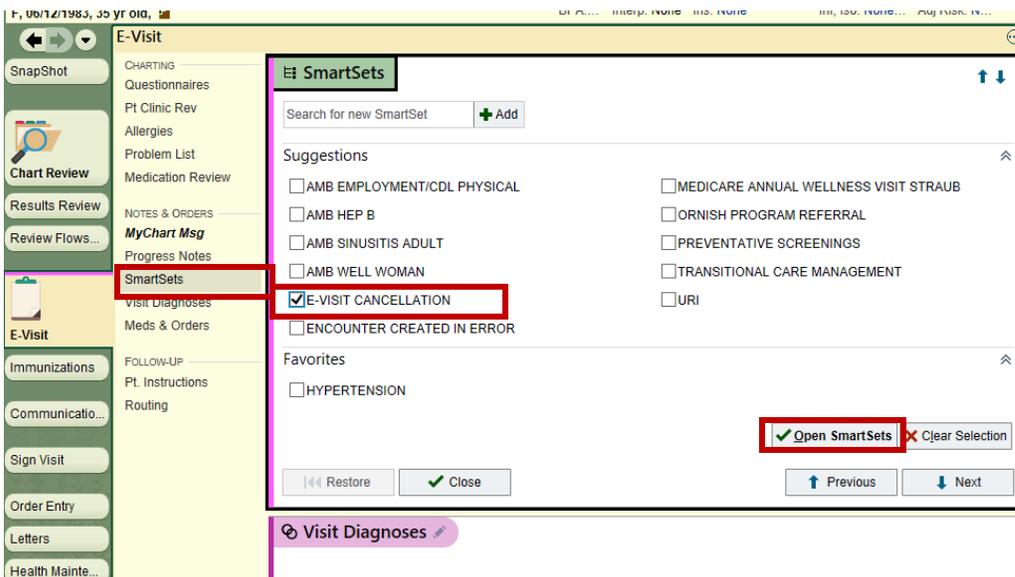
1. MA checks the providers e-Visits folder throughout the day



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.



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.”

The screenshot shows the MyChart provider interface. On the left is a navigation menu with options like 'E-Visit', 'Immunizations', 'Sign Visit', and 'Order Entry'. The main content area is titled 'HPH E-VISIT CANCELLATION PROGRESS NOTE' and includes a section for 'Patient Instructions'. Under 'Patient Instructions', there is a sub-section 'HPH E-VISIT CANCELLATION PATIENT INSTRUCTIONS' with three radio button options: 'Schedule Office Visit', 'Go to Urgent Care/ED', and 'Entered in Error'. The 'Provider Out of Office' option is selected and highlighted with a red box. Below this, there are buttons for 'Associate', 'Edit Multiple', and 'Providers'. At the bottom right, there are buttons for 'Remove', 'Pend', and 'Sign', with the 'Sign' button also highlighted with a red box. Other buttons include 'Restore', 'Close', 'Previous', and 'Next'.

Patient sees:

The screenshot shows the patient's view of the e-visit message. At the top, it identifies the sender as 'Kathleen R Kozak, MD' with a timestamp of '05/04/2018 09:49 AM'. The message is titled 'Your recent eVisit' and is addressed to 'Justin'. The content of the message reads: '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.' At the bottom, the contact information for Corazon Magsanoc, MA at Straub Clinic and Hospital is provided, including the address '888 S King St, Honolulu HI 96813-3097' and phone number '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.

Routing

Route as: Priority:

Recipient	Modifier
<input type="text"/>	<input type="text"/>

Buttons: Add PCP, Add My List, Build My Lists, Clear All, Add Fax

Faxes to send: 0

Routing comment (not saved to notes):

View Routing History

Close Workspace

Restore Close Previous Next

You can “Done” the message from your folder to remove.

In Basket New Msg Patient Msg Refresh Edit Pools Manage Pools Settings Search Manage QuickActions Attach More

My Messages

- Results (2)
- Addendum (2)
- CC Charts
- CC Results
- CC'd ED Charts
- Chart Cosign (1)
- Cosign - Clinic Orders (2)
- Epic Updates
- E-Prescribing Error (1)
- E-Visits (1)
- Follow-up Reminder
- Incomplete Charts (12)
- Message Routing
- Messages (2)
- My Open Encounters (19)
- Patient Calls (3)
- Pt Advice Request (2)
- Pt Reminders (2)
- Pt Rx Request (1)
- Rx Auth (2)

Sent Messages Completed Work

E-Visits 1 unread, 15 total

QuickActions Done E-Visit Enc Cancel E-Visit Reply to Patient Change Provider

Status	Date	Time	Patient
Pend	06/18/2018	9:58 AM	Ambtest, Jamie [<32823659>]
Pend	06/13/2018	4:10 PM	Ambtest, Jamie [<32823659>]
Pend	05/30/2018	4:59 PM	Ambtest, Joy [<32823020>]

Ambtest, Jamie

Female, 35 yr old, 6/12/1983
 Weight: None
 Phone: 808-111-2222 (H)
 PCP: Noon, Sandra K, DO
 MRN: <32823659>
 MyChart: Active
 Next Appt: None

Current view: Showing all answers Show Only Relevant Answers
 Legend: Scores, Non-relevant Questions

Patient Responses

Mychart E-Visit Fatigue 1

Question	Answer
Which of the following best describes your situation?	I am fatigued more than I should be
Which of the following describes your fatigue?	A brand new problem
How long have you felt fatigued?	A week to a month
Does your fatigue prevent you from taking care of your	No