

## E-Visits: Getting Started

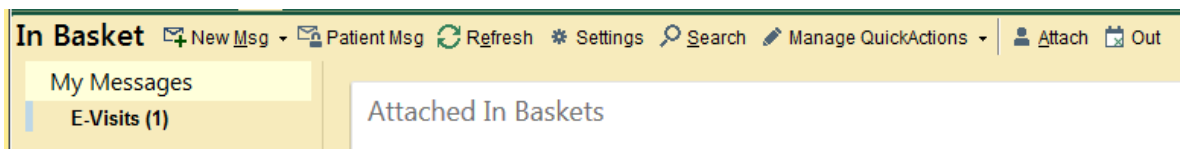
### Purpose:

E-visits is an alternative offering to address low acuity symptoms versus the traditional office visit. This will offer the patient convenience from home with access to their provider via Mychart with a structured set of questions to help the provider assess if a face-to-face visit is warranted or care can be addressed otherwise.

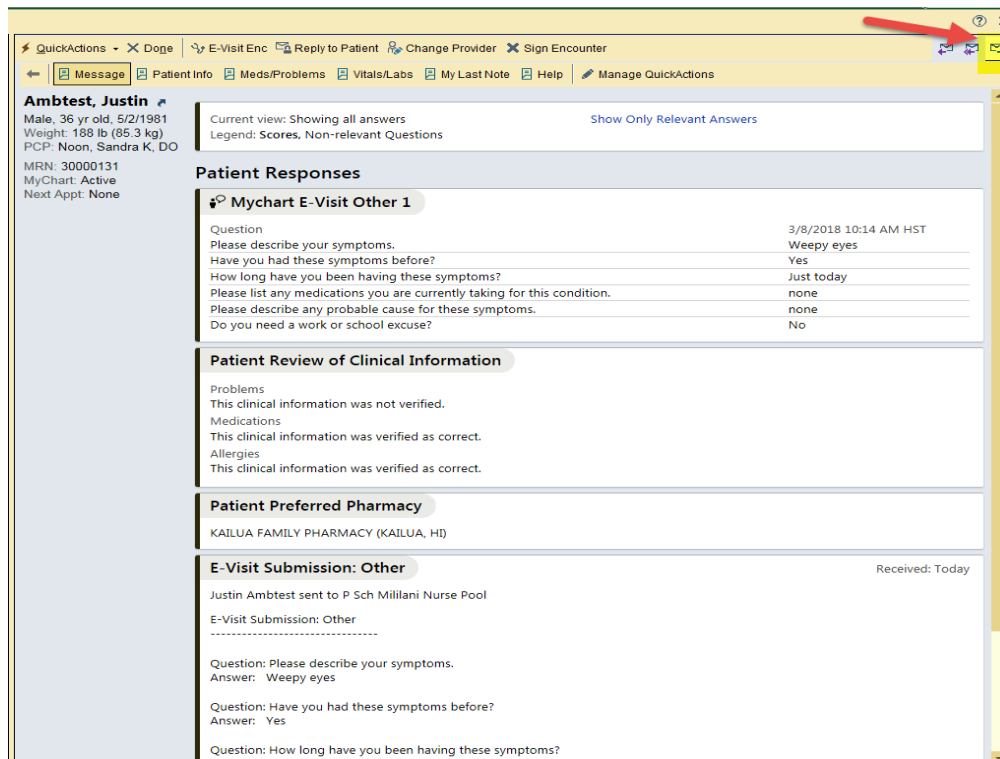
### Completing an e-Visit

1. Once the patient has initiated the E-Visit, this will be routed to the MA to send to your PCP. The PCP will be responsible for responding to patient and closing the E-Visit encounter if able to save the patient a trip into the office. MA—please forward to covering provider per standard protocol should your PCP be out of the office. *\*There is a 2-3 business day reply time noted in the terms and conditions.*

If received, E-Visits will prompt a separate folder in your inbasket.



### a. Route to PCP or covering provider



b. If sending to covering provider who is also on e-Visits\*, select “Change provider”

The screenshot shows the Epic E-Visits interface. On the left, there is a list of e-visits for Justin Ambtest (MRN: 30000131). The list includes dates, times, and subjects. The right pane shows the details of a selected e-visit from 03/07/2018 at 8:08 AM. It includes patient information (Male, 36 yr old, 5/2/1981, Weight: 188 lb (85.3 kg), PCP: Noon, Sandra K, DO), a list of questions and answers (e.g., "Please describe your symptoms", "Weepy eyes"), and a section for "Patient Review of Clinical Information" (Problems, Medications, Allergies). A "Change Provider" button is highlighted in the top right corner of the interface.

Providers can also select a covering provider when they are on PTO or not in clinic using “Out of Contact”. The delegate selected will be able to access the InBasket, using Attached In Baskets, to work the E-Visits. See here ([e-visit Provider is OOO](#)). Alternatively, providers can change the provider within the encounter by selecting *More* and adding *Change Enc Provider/Dept*. Selecting the star to the right will save this to be available on the left hand navigator moving forward.

The screenshot shows the Epic 'More' menu. The menu is open, displaying various options. The option 'Change Enc Provider/Dept' is highlighted, and a star icon to its right is being clicked by a mouse cursor. Other options visible include Admin, Advance Care Planning, Answer Pt-Qnr, Answer Pt-Qnr (Captive), Demographics, Flowsheet, History, Images, MAR, Print AYS, Problem List, Quality Metrics Results Console, Questionnaires, References, Send Message, Treatment, and Rarely Used.

## 2. Providers, from your inbasket, open your e-Visits folder

The screenshot shows the Epic In Basket interface. The 'In Basket' tab is selected, and the 'e-Visits (2)' folder is highlighted with a red box. The 'Schedule' tab is also visible, showing a list of appointments for 6/26/2018. The 'Links' tab on the right contains various links related to immunization, forms, and patient portals.

Select the e-Visit you wish to respond and click "e-Visit Enc"

The screenshot shows the Epic e-Visit interface. The 'e-Visits' tab is selected, and a list of e-Visits is displayed. The 'e-Visit Enc' button is highlighted with a red box. The patient response form for 'Mychart E-Visit Fatigue 1' is also visible, showing various questions and answers related to fatigue.

Status	Date	Time	Patient
Pend	05/30/2018	4:59 PM	Ambtest, Joy [-32823020-]
Pend	05/30/2018	3:42 PM	Ambtest, Rona [-32823016]
Pend	05/30/2018	11:35 AM	Ambtest, Cecily [-32823017]
Pend	06/20/2018	8:22 AM	Ambtest, Jamie [-32823659-]
Read	06/18/2018	9:58 AM	Ambtest, Jamie [-32823659-]
New	06/13/2018	4:10 PM	Ambtest, Jamie [-32823659-]
Pend	03/27/2018	10:39 AM	Ambtest, Justin [-32823052-]
Pend	03/22/2018	10:15 AM	Ambtest, Justin [-32823052-]
Pend	03/27/2018	10:40 AM	Ambtest, Justin [-32823052-]
Pend	05/24/2018	5:31 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

**Mychart E-Visit Fatigue 1**

Question: Which of the following best describes your situation?  
Answer: I am fatigued more than I should be

Question: Which of the following describes your fatigue?  
Answer: A brand new problem

Question: How long have you felt fatigued?  
Answer: A week to a month

Question: Does your fatigue prevent you from taking care of your responsibilities?  
Answer: No

Question: Do you think your fatigue is mostly caused by lack of sleep?  
Answer: No

Question: Do you think you know what is causing your fatigue?  
Answer: No

Question: How many hours do you sleep in the average 24 hour period?  
Answer: More than 5 and less than 7 hours

Question: Do any of the following apply to you?  
Answer: My responsibilities disrupt my getting regular sleep every day or night

Question: Please provide more detail about your last answer.  
Answer: Not sure what the cause is. Looking for short term remedy to assist in meantime.

Question: Have you had other illnesses during or before the last time you felt fatigued?  
Answer: No

Question: Do any of the following apply to you during or before the time you felt fatigued?  
Answer: None of the above

Question: Have you experienced any of the following when you have felt fatigued?  
Answer: None of the above

Question: Have you experienced any of the following?  
Answer: None of the above

Question: Have you had fevers while feeling fatigued?  
Answer: No

Question: Have you had any of the following while feeling fatigued?  
Answer: None of the above

Question: Have you experienced any of the following?  
Answer: None of the above

Question: Do you drink more alcohol than you should?  
Answer: I don't drink alcohol

Question: Were you ever evaluated for fatigue and treated successfully or unsuccessfully in the past?  
Answer: No

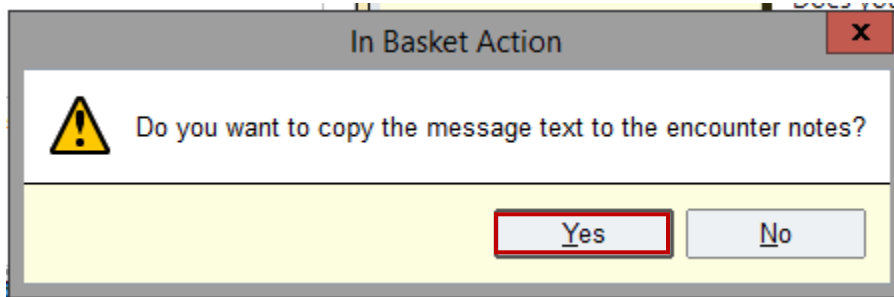
Question: Have you ever had any of the following?  
Answer: None of the above

Question: Are you pregnant?  
Answer: No

Question: Anything else you would like to add?  
Answer: No

Question: Do you need a work or school excuse?  
Answer: No

Select "Yes" to copy the message text to the encounter note when initially opening the encounter to pull over the questionnaire (and answers)." (No need to continue to select "Yes" when prompted should you message the patient back and forth as this will continue to pull in the questionnaire repeatedly or you do not wish the questionnaire to be a part of your note.)



Should you need additional information, you can reply within the Mychart message.

**Ambtest, Joy**  
F, 12/15/1969, 48 yr old, 🏠

MRN <3282... Allergies Unknown: Not on... FYI: None Pregnant: Unk... HM: BPA: Lang: None PCP: None MyChart: Acti... Risk Score: 0  
Inf, Iso: None... Adj Risk: N...

**E-Visit**

Snapshot CHARTING  
Questionnaires  
Pt Clinic Rev  
Allergies  
Problem List  
Medication Review

Chart Review

Results Review

Review Flows...

MyChart Msg  
Progress Notes  
SmartSets  
Visit Diagnoses  
Meds & Orders



E-Visit

Immunizations

Communication

Follow-Up  
Pt. Instructions  
Routing

**+ New Message**

Subject	Delivery	
➔ E-Visit Submission: Cough	5/30/2018 4:25 PM	 Reply
➔ RE: E-Visit Submission: Cough	5/30/2018 4:57 PM	⌵
➔ RE: E-Visit Submission: Cough	5/30/2018 4:59 PM	 Reply

To: SCH MILILANI INT MED CLINICAL STAFF (NOON)  
From: Joy Ambtest  
Created: 5/30/2018 4:59 PM

Yes I can send a picture as soon as I find my cell phone.  
----- Message -----  
From: Sandra K Noon, DO  
Sent: 5/30/2018 4:57 PM HST  
To: Joy Ambtest  
Subject: RE: E-Visit Submission: Cough  
This is a reply from TST to the patient. Can you send me picture of your mucus?

- Providers, please review and be sure to complete the 3 following fields to close the encounter. (You will also be prompted to complete should a field be missing).

Diagnosis  
Progress note  
Patient instructions

**E-Visit**

**Questionnaires**

**Patient Review of Clinical Information**

**Allergies/Contraindications**

Allergies	Reaction	Severity	Reaction Type	Noted	Valid Until	Updated
Codeine	Nausea Only	Not Specified		1/1/2018		Past Updates...
Mango	Hives	Not Specified		6/1/1999		Past Updates...

**Problem List**

Diagnosis	Sort Priority	Visit	Updated
Hypertension	Unprioritized	02/05/2018	Pladson, Laura, RN
Reactive depression	Unprioritized	02/14/2018	Noon, Sandra K, DO

**Medication Review**

Medication	Taking?	Start Date	End Date	Provider
albuterol hfa (PROVENTIL HFA/VENTOLIN HFA/PROAIR HFA) inhaler	Inhale 2 Puffs as directed every 4 hours as needed for WHEEZING. (HFA inhaler)	03/07/18	--	Noon, Sandra K, DO
albuterol syrup (VENTOLIN) 0.4 MG/ML SYRP	Take 0.5 mL by mouth three times per day.	02/13/18	--	Tab, Marti Y, MD
amoxicillin (AMOXIL) 250 MG capsule	Take 1 Cap by mouth three times per day. For 10 days.	03/07/18	--	Noon, Sandra K, DO

**MyChart Message**

Codeine, Mango Reviewed on 3/7/2018: Reviewed

a. Should you deem the E-Visit is not appropriate and the patient needs:

- A face-to-face appointment with you
- To proceed to the ED or Urgent Care
- Entered in Error

Go to your Smartsets within the encounter and select "E-Visit Cancellation" (Your MA will also be able to close, per your direction, if one of the smartest cancellation reasons).

**E-Visit**

**SmartSets**

**Suggestions**

- ☐ AMB EMPLOYMENT/CDL PHYSICAL
- ☐ AMB HEP B
- ☐ AMB SINUSITIS ADULT
- ☒ E-VISIT CANCELLATION
- ☐ ENCOUNTER CREATED IN ERROR
- ☐ MEDICARE ANNUAL WELLNESS VISIT STRAUB
- ☐ ORISH PROGRAM REFERRAL
- ☐ PREVENTATIVE SCREENINGS
- ☐ TRANSITIONAL CARE MANAGEMENT
- ☐ URI

**Favorites**

- ☐ HYPERTENSION

Open SmartSets Clear Selection

Previous Next

b. Select the appropriate reason to cancel the encounter as this will close the visit and notify the patient of patient instructions. Select "Sign" and then "Sign Visit" to close the encounter.

SmartSets  
Visit Diagnoses  
Meds & Orders

FOLLOW-UP  
Pt. Instructions  
Routing

E-Visit  
Immunizations  
Communicatio...  
Sign Visit  
Order Entry  
Letters  
Health Mainte...  
Customize

▼ HPH E-VISIT CANCELLATION PROGRESS NOTE

● HPH E-VISIT CANCELLATION

▼ Patient Instructions

▼ HPH E-VISIT CANCELLATION PATIENT INSTRUCTIONS

☐ Schedule Office Visit

☐ Go to Urgent Care/ED

☐ Entered in Error

☒ Provider Out of Office

Click here to select a pharmacy

Associate Edit Multiple Providers

Remove Pend Sign

Restore Close Previous Next

- c. Should you select "Schedule an Office Visit" please cc' your PSRs upon routing back to the patient to perform an outreach to schedule. A telephone encounter will then be created by the PSR to document the outreach.
- d. Should you select "Go to Urgent Care/ED" please cc' your MAs upon routing back to the patient to perform an outreach and to document the outreach within a telephone encounter.