

**Hawai'i Pacific Health
E-Referral Update: 7/16/2020**

On Sunday, 7/26/2020, HPH will be launching Phase 1 of E-Referrals, a process in Epic intended to facilitate communication amongst referring and consulting providers prior to a referral.

In Phase 1, referring providers from HPHMG, HHP and HAC will be able to place an E-Referral order to the HPHMG specialties below. When placing the order, the referring provider will be asked to answer a few short questions describing the situation or condition. For urgent requests, please call the consulting department / provider directly.

- Neurology
- Oncology
- Pediatric Gastroenterology
- Pediatric General Surgery
- Pediatric Orthopedic Surgery
- Pediatric Urology
- Pediatric Sports Medicine

The order will be sent to a centralized "pool" in Epic managed by the clinical staff in that specialty. If a specialty spans across multiple HPH facilities, the staff at each facility will share responsibility for the pool (e.g. Neurology at Straub and Pali Momi).

The staff will review the order and assign it to a consulting provider based on defined protocols developed by the specialty chiefs. If an in-person with the patient is needed, the consulting department staff will place a referral order in Epic and schedule the patient accordingly. If the referring provider's questions / concerns can be addressed electronically, the assigned consulting physician will do so electronically (similar to the soon to be retired E-Consult process), instead of placing a referral order.

Staff managing the pool will assign E-Referral orders to a consulting physician the same day they are received (next day if the order is received after 4pm). Consulting providers will be expected to respond to an E-Referral within 72-hours after it is assigned to them. Our IT department is also developing reports and Epic dashboards to allow referring and consulting departments to track the status of their E-Referral orders.

Effective 7/26/2020, we will be deactivating the current E-Consult process. After this date, referring providers will not be able to submit any E-Consult requests. E-Consult requests that were already submitted can still be completed by consulting providers.

Our IT department will be providing a variety of trainings in the coming week to primary care providers, consulting providers in the Phase 1 specialties and clinic staff. Training material will also be available on the [HPH Telehealth Intranet site](#). Further details will be forthcoming.

For questions or inquiries, please feel free to email hphtelehealth@hawaiipacifichealth.org.