

# E-Referrals

## Reviewing the Status

**HAWAI'I  
PACIFIC  
HEALTH**

KAPI'OLANI  
PALI MOMI  
STRAUB  
WILCOX

# Checking the Status

- A daily E-Referral status report will be generated each morning and sent to departmental leadership in Outlook.

-----Original Message-----

From: Portal File Transfer, Epic <epicportalft@hawaiipacifichealth.org>

Sent: Wednesday, July 29, 2020 6:33 AM

To:

Subject: \*\*\* E-Referral Accountability Report Real Time File - SUCCESSFUL

E-Referral Real Time File has been generated successfully and saved to the following directory.

\\ernie\reports\_fileshare\SClarity\E-Referral Accountability

Thank you.

*\*Contact Trace Ballesteros if you need access obtaining the report*

# Accessing the Report

- Select the link to access the information

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Thank you.

- This will open a folder with reports available listed by “run date.” Select the file you wish to view. It will have the last 2 weeks of E-Referrals.
- This is a shared file-- Please save a copy on your personal drive should you wish to filter/edit.

# Reviewing the Information

- Information is at the patient level and includes the following:

Column	Definition
Patient MRN	Patient medical record number
Patient Name	Patient name
Order Time	Date & time E-Referral was ordered
Description	Order type & department initiating E-Referral
Ordering Dept Name	Department initiating E-Referral order
Referring Prov Name	Provider who ordered the E-Referral
Consulting Dept Name	Receiving department of E-Referral
Consulting Prov Name	Specialist assigned the E-Referral
Reply Time	Time consulting provider responded to requestor
Disposition	Disposition selected by the consulting provider
Minutes Spent	Minutes the consulting provider documented spent reviewing/completing the E-Referral
Enc Closed	Status of if the E-Referral encounter is open or closed
Consulting Prov Status	Status of the E-Referral encounter once assigned to a consulting provider
Consulting Appt Scheduled	Current status of if an appointment has been scheduled with a consulting provider
Next Appt	The appointment date scheduled with the consulting provider
Next Appt Consulting Prov	Name of the consulting provider within the specialty department the appointment has been scheduled

# Reviewing the Information

PATIENT MRN	PATIENT NAME	ORDER TIME	DESCRIPTION	ORDERING DEPT NAME	REFERRING PROVIDER	CONSULTING DEPT NAME	CONSULTING PROV NAME	REPLY TIME	DISPOSITION	MINUTES SPENT	ENC CLOSED Y/N	CONSULTING PROV STATUS	CONSULTING APPT SCHEDULED Y/N	NEXT APPT	NEXT APPT CONSULTING PROVIDER
		8/1/2020 9:57	E-REFERRAL - HPHMG NEUROLOGY (FOR OUTPATIENT CLINIC USE ONLY)	INT MED - SCHWK	KWAN, YVONNEY	NEURO - SCKNG	NAKAMOTO, BEAU K	8/3/2020 11:04	E-referral completed	20	Y	DONE	N		
		7/30/2020 9:44	E-REFERRAL - HPHMG NEUROLOGY (FOR OUTPATIENT CLINIC USE ONLY)	FAMILY - SCWARD	TAN, ANH TUAN THUC	NEURO - SCKNG	NAKAMOTO, BEAU K	7/30/2020 9:57	E-referral completed		Y	DONE	Y	10/12/2020	CHANG, SUSIE

- If a consulting provider is not listed, the E-Referral is still pending with the department.
- If the reply time is not listed, the E-Referral is pending completion.
- If the “consulting provider status” is *Done*, the E-Referral has been signed and closed.

# Reminders

- This report will allow referring departments to check the status of E-Referrals.
- Consulting providers are expected to complete E-Referrals within 72-hours once assigned.
- Not all E-Referrals may warrant an appointment to be scheduled.

Additional guides available: <https://intranet.hph.local/gp/telehealth/Pages/E-Referrals.aspx>

