

E-Referral / Referral Update 1/15/2020

In July 2020, HPH launched phase 1 of E-Referrals, a process in Epic that provided opportunities for providers to request and receive advice from specialists across the system. This was initially piloted with 7 HPHMG specialties and further expansion was halted to address opportunities to simplify and improve the process.

Overall, the primary goals of this initiative are to provide a simple way of providers to request advice from specialties across the HPHMG and HHP and to encourage cross-departmental collaboration.

We are continuing to develop a new and improved Epic process of referring to and requesting advice from specialties within the HPHMG and HHP and are targeting to begin piloting with different departments in the coming months.

As we continue to develop this process, we have developed an interim solution for HPHMG and HHP providers to request advice from specialties across the system. This interim solution is described below and is effective 1/15/2021.

With this interim solution, you may request advice from HPHMG / HHP specialists in the ways below. Click [here](#) to access our E-Referral Intranet Site to learn more. On the Intranet Site, please click the "HPHMG and HHP Specialties Providing Advice" link under the E-Referral Introduction section for a list of departments and specialties providing advice in this manner.

1. If available, continue to place the appropriate E-Referral Orders in Epic
2. If the specialty is not using E-Referral Orders, please send an Epic In-Basket Message to the appropriate HPHMG Specialty Pool or HHP provider

Please see the next few pages for instructions describing the In-Basket Message workflow described in number 2. Please reserve these advice requests for non-urgent clinical situations in the outpatient setting only. Similar to the current E-Referral process, specialty departments will respond to these In Basket messages in 3 days. If urgent advice is needed, please call the department directly.

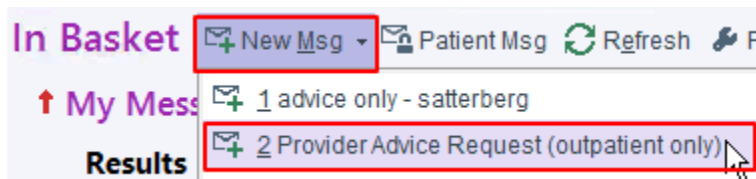
For specialists on the Clinical Compensation plan, compensation for E-Referral Orders will continue to remain the same. A response to the Epic In-Basket process described above will be credited \$20 from the 10% revenue distribution pool that has been used to reward use of E-Referrals, MyChart Use and Unique Patients.

For questions or concerns, please reach out to your respective Division Chiefs or email hphtelehealth@hawaiiipacifichealth.org.

E-Referral / Referral Interim Solution

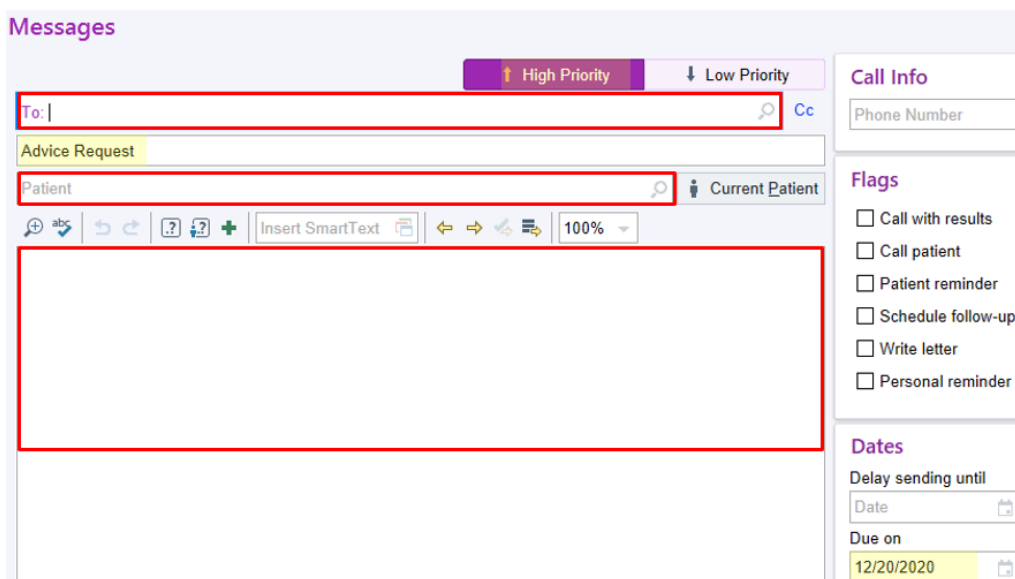
Sending an Epic In-Basket Message to Specialties Providing Advice

1. Log into Epic and navigate to your In Basket
2. Click the downward facing arrow in the New Msg icon and select the “Provider Advice Request (outpatient only)” Quick Action button



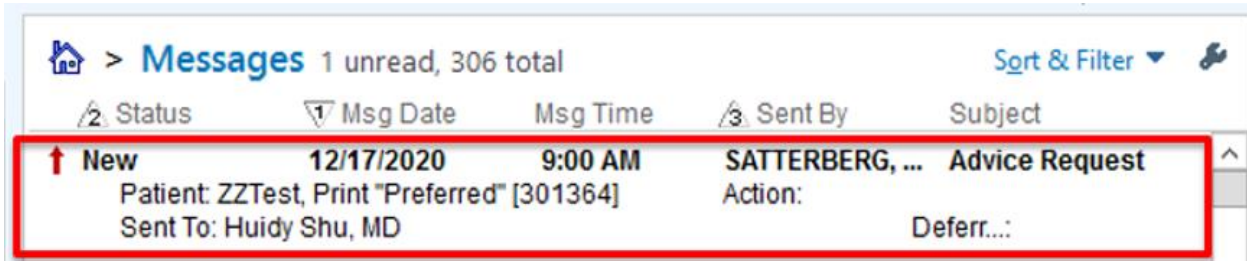
3. A message will be created with the following defaults:
 - a. Marked as High Priority
 - b. Subject Line will read “Advice Request”
 - c. Response due 3 days from today
4. Update the message with the following information:
 - a. “To:” field – enter the HPHMG Specialty Pool or HHP provider you would like to send the message to.
Tip: when searching for an HPHMG Specialty Pool, enter “p advice specialty” for an easier search.
 - b. “Patient” field – enter the patient’s MRN
 - c. In the body of the message, please provide a explanation of the situation and advice you are seeking
 - d. Click Send

* Items highlighted in yellow below are automatically included in the In Basket message when using the Quick Action button. Items highlighted in red below must be updated prior to sending. Items

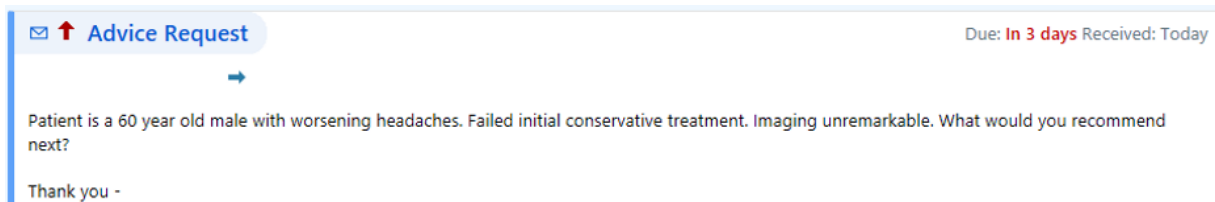


E-Referral / Referral Interim Solution Receiving an Epic In-Basket Message Requesting Advice

1. Log into Epic and navigate to your In Basket
2. Click the Messages option on the left-hand side of the screen
3. Search for any message where the Subject contains "Advice Request"
 - a. Tip: Click the "Subject" title at the top of the screen to quickly sort your messages



4. Click a message to view it. You may notice a "Due: In 3 days" notice appears in the top right-hand corner of the message



5. Click one of the icons below to Reply, Reply All or Forward the message



6. On day 3 after receipt, the message will be highlighted in red as a gentle reminder to respond.
 - a. If you have responded, please click the "Done" icon within the message to remove it from the In Basket Pool
 - b. The red highlighting will only apply if the message was created using the Provider Advice Quick Action button or if the user set a specific due date for response

