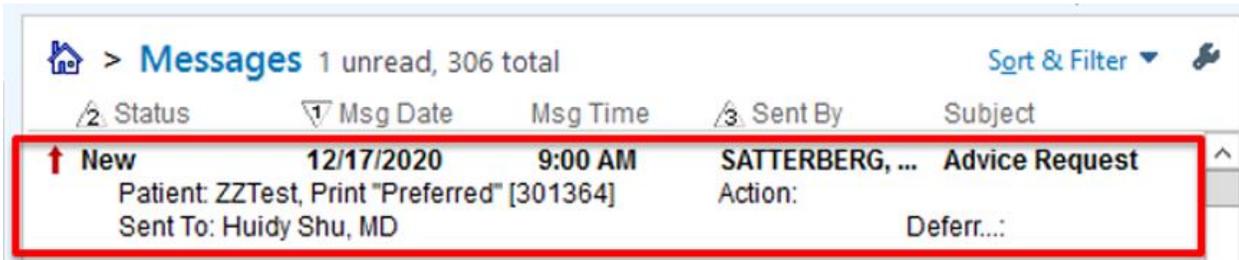
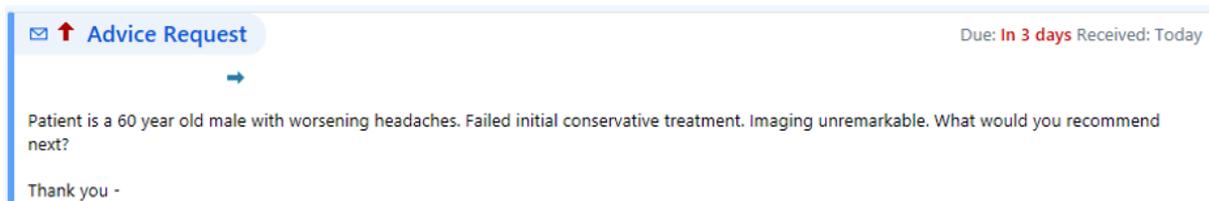


**E-Referral / Referral Interim Solution
Receiving an Epic In-Basket Message Requesting Advice
1/15/2021**

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

