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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

🟠 > Messa	Sort & Filter 🔻	8			
2 Status	₩ Msg Date	Msg Time	/3. Sent By	Subject	
New Patient: ZZ	12/17/2020 Test, Print "Preferred	9:00 AM ["[301364]	SATTERBERG, Action:	Advice Request	٦
Sent To: Huidy Shu, MD			Deferr:		

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

t	Read	12/15/2020	4:44 PM	Advice Only	ZZTest, Print "Prefe
	Msg:		Sent To:		Def: