

## **E-Referral / Referral Update 4/16/2021**

In January 2021, HPHMG provided an update around E-Referrals, a process in Epic intended provided opportunities for providers to request and receive advice from specialists across the system. In that update, HPHMG provided an interim solution for HPHMG and HHP providers to request advice from various specialties. This interim solution took effect 1/15/2021 and is described [here](#).

HPHMG has continued to partner with IT and HHP to develop a new and improved Epic process of referring to and requesting advice from specialties across the network. A demo of this new process was provided to HPH's Telehealth Care Delivery Workgroup and the organization has agreed to move forward with a pilot with 9 specialties before the end of June 2021. The 9 pilot specialties are listed below:

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

The HPH Telehealth Care Delivery Workgroup is comprised of key physician, operational and administrative stakeholders from HPHMG, HHP, Service Lines, IT and Revenue Cycle and has provided valuable guidance in the redesign of the Epic Referral and E-Referral process.

An overview of the redesigned process is provided [here](#). Certain portions of the process are subject to slight modifications but we do not anticipate any major changes. Our IT team is in the process of finalizing the details and building out the process in Epic. In tandem, each of the 9 pilot specialties have begun planning and preparing for an anticipated go-live in June 2021.

Please be on the look out for further updates as June approaches. Training material is also planned to be made available on HLC.

For questions or concerns, please reach out to your respective Division Chiefs or email [hphtelehealth@hawaiipacifichealth.org](mailto:hphtelehealth@hawaiipacifichealth.org).