

## **E-Referral / Referral Update 5/28/2021**

In July 2020, HPH implemented E-Referrals, a process in Epic intended provided opportunities for providers to request and receive advice from specialists across the system.

Over the past several months, the HPH Telehealth Care Delivery Workgroup has been working on a redesigned version of this process to ensure providers can easily and efficiently refer their patients and request advice from various specialties. The HPH Telehealth Care Delivery Workgroup is comprised of key physician, operational and administrative stakeholders across HPHMG, HHP, Service Lines, IT and Revenue Cycle.

We are pleased to announce the redesigned E-Referral process is scheduled to be implemented for the 9 specialties below on 6/15/2021. An overview of the process is described [here](#). Please also be on the lookout for an optional HLC video that will be available on 6/1/2021 describing the process.

- 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

With this change, the current Epic referral and E-Referral orders used to refer to the specialties above will be deactivated and replaced with a new HPHMG referral order for each specialty. For example, when referring to HPHMG Neurology, providers can currently choose from separate orders to Straub, Pali Momi and Kaua'i Medical Clinic as well as a specialty-specific E-Referral order. With the new process, the separate orders will be replaced with one "HPHMG Neurology Referral" where referring providers can specify if they are seeking a consult or advice as well as identify the facility / provider they would prefer their patient to be seen.

All current and past referrals placed using the existing Epic orders will remain active and will be transitioned to the new process.

HPH intends to expand this redesigned Referral and E-Referral process to additional specialties in the coming months. As this takes place, the interim Epic In-basket solution of requesting advice will continue to be available for specialties not using the redesigned process. The interim Epic In-Basket process took effect in January 2021 and is described [here](#).

Please click [here](#) for a comprehensive list of providers / specialties providing advice and how to request it (i.e. the redesigned Referral / E-Referral process or the interim In-basket solution).

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