

## Referrals and E-Referrals Cheat Sheet Referring Providers and Departments

### New HPHMG Referral Orders

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

### Required Fields

- To dept (see next page for department naming key)
- Diagnosis

### Urgent Referrals

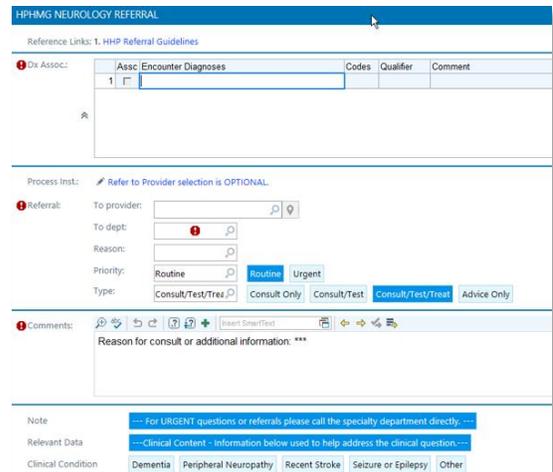
Select Priority = Urgent, submit order and call department so they can expedite scheduling the patient

### Advice Requests

Select Type = Advice Only

### Comments

Type any additional detail related to the patient or referral in the Comments section

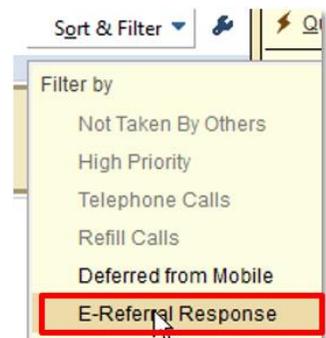


### Messages from Consulting Providers

Consulting providers will document recommendations in an **E-Referral Response Encounter** that will be viewable in the **Chart Review** tab for the patient.

Consulting providers may send messages to referring providers with inquiries about the patient and/or to communicate their recommendations. These messages will appear in your **In Basket** in the **Patient Calls** folder. To view these messages:

1. Click the **In Basket** icon in Epic
2. Click the **Patient Calls** folder
3. Click the **Sort & Filter** icon
4. Select **E-Referral Response** to view messages for the referrals you've placed



There are 2 ways to reply to these messages:

1. Click the **Reply** button on the top right of the screen
  - a. Response will temporarily appear in the E-Referral Response Encounter for 1 year
2. Click the **Encounter** button on the top of the screen to update the E-Referral Response Encounter
  - a. Responses will be permanently saved in the medical record
  - b. Click **E-Referral Conversation** at the top of the screen
  - c. Click **Create Note**, type a message and click **Accept**
  - d. Scroll down to the **Routing** section, click **Add Sender** > **Send and Close Workspace**