

How to submit an E-Consult/ Ambulatory Referral for EpicCare Link Users

Terminology:

• <u>E-Consult</u>: These are referrals to specialty services that have a specialist clinician who reviews the referral. They might send for scheduling immediately, reply with additional questions before ultimately scheduling the patient, and/or provide virtual specialty care.

0	Breast Surgery	ENT	Neurosurgery	Rheumatology	Derm for HPAC only
0	Buprenorphine	General Surgery	OMFS	тв	
0	Cardiology	Gi/Liver	Ophthalmology	Urogynecology	
0	Chest Pulm	Hematology/Onc	Pain	Vascular	
0	Diabetes	Nephrology	Plastic surgery	Women's Services	
0	Endocrinology	Neurology	Podiatry	Wound	
		• •			

<u>Ambulatory Referral</u>: There are some specialty services within the Alameda Health System that do not have clinician reviewers and requests go straight to scheduling. For these services, it will be called "Ambulatory Referral" and patients will be scheduled on a first come, first serve basis when ordered with a status of routine. At this time, Alameda Health System only allows Ambulatory Referrals for the following Specialties (please use the E-Consult workflow for Referrals to Specialty Services not included in this list):

- o Audiology
- Physical Therapy
- o Occupational Therapy
- Speech Therapy
- Optometry
- Orthopedic Surgery
- o Ortho Back
- o Physical Medicine Rehab

Who can submit:

- Clinical Support Staff (RN, MA, SW, etc.)
- Clinician (MD, NP, PA)
- Support Staff and Referral Coordinators can also submit on behalf of any independent clinician, such as an MD, NP or PA. This clinician is considered the Authorizing Provider for the E-Consult/ Ambulatory Referral Order.

Notifications about E-Consults/ Ambulatory Referrals:

- There will not be any email notifications related to E-Consults and Ambulatory Referral activity by default, however users are able to setup their own personal notification settings which will allow for email notifications for new in-basket messages.
- Referring Providers will receive In Basket Notifications in the following instances:
 - When there is a reply from the Specialist Reviewer to the Referring Provider asking for more clarification or providing treatment/management guidance.
 - When a patient has been triaged for an appointment with the specialist ("Accepted" for scheduling)



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How to submit an E-Consult/ Ambulatory Referral

Step 1: Log in to the Alameda Health EpicCare Link System

Step 2: Click on **"AHS Services- all patients**" to place any type of order, including a diagnostic, E-Consult or Ambulatory Referral Order.

Note: The Create Referral button is used to store authorization information for services outside of AHS for patients with HPAC. This is not an order for consultation but procedure codes that need to authorize by the UM Department.



If you cannot find the patient because he/she has not yet had contact with the Alameda Health System, you must have the Referral Coordinator send to AHS to create a new chart (see EpicCare Link Patient Creation a separate guide).

Step 3: Open a patient's chart. You can search your Patient List using the toolbar near the top of the screen or you can search among all patients who have had contact with Alameda Health System.

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Search My Patien	ts						
	N	ame or MRN:				♀ Search	
My Patients Re	cent	Addition	al search criteria				
Patient Name	MRN	Patient Status	Sex	DOB	Street Address		
Referrals, Test	204730	Alive	F	7/7/2015	1148 Fake Lane, BE	RKELEY CA 94702	
Fest, Aceta	204249	Alive	М	1/1/1978	1100 San Leandro	Blvd, San Leandro CA 9457	7



Step 4: Select an Authorizing Provider for the E-Consult/ Ambulatory Referral and click "Accept" (Clinicians can skip to step 5)

If a provider is not in the list, please alert the Clinic Manager/Site Administrator who is responsible for keeping the clinic/department's setup up to date.

Epice A Market Base	ket Patient List Referral Search	Schedules Tasks	Reporting Test, Aceta			Menu	
Contraction of the second	SnapShot Chart Review	Care Everywhere	Results Review	Flowsheets Allergies	Order Entry	-	
	Order Entry					ē	0
	Select an authorizing provid	er for this order.					
Aceta Test		Sel	ect Authorizing Prov	ider			
Male, 42 y.o., 1/1/1978 MRN: 204249		B	renbaum, Emily K, MD	\checkmark			
Search Chart				✓ Accept			
Care Team: No PCP							
ALLERGIES No Known Allergies							
ACCESS ENDS 5/31/2020							
Upload document							
Change patient							

Step 5: Order Entry

To place a new E-Consult/ Ambulatory Referral, use the New Procedure lookup tool. Type in the name of the Specialty Service to which you are submitting an E-Consult/ Ambulatory Referral and then select the appropriate Referral. To see a list of all E-Consult Referrals available to you, type **"econsult"** in the New Procedure field and press enter.

	* Order Entry				0 0
	E Preference List @ Dr Association	م م		Birenbaum, Ei	nily K, MD · AHI Solutions I
eta Test e, 42 y.o., 1/1/1 N: 204249	Please make a selection				
	Procedure: consult × Search				
re Team: No PCF	My Preference List Matches: Name	Type	Pref List	Resulting Agencies	
lo Known Allergie	E-Consult To Breast Surgery	E-Consult	AHS AMB FACILITY REFERRALS		
CCESS ENDS /31/2020	E-Consult To Buprenorphine	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Cardiology	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Chest/Pulmonary	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Diabetes	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Endocrinology	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Ent	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To General Surgery	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To GI/Liver	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Hematology/Oncology	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Nephrology	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Neurology	E-Consult	AHS AMB FACILITY REFERRALS		
	E-Consult To Neurosurgery	E-Consult	AHS AMB FACILITY REFERRALS		v
	25 records total all records loaded			X Ca	ncel



Once you have selected the E-Consult Referral, Order Decision Support information will be displayed which includes the recommended criteria for the specific E-Consult Referral you selected during Order Entry. Review this information to determine if your Referral is appropriate for E-Consult. If the Specialty you are placing an E-Consult Referral to has any recommended Pre-Consult Work-Up, this information will be called out here as well.



After reviewing this information, click "Accept" to open the Order Composer. If the "Accept" button is greyed out, scroll to the bottom of the page to enable it.

Note: If the patient is already established and just needs follow-up, DO NOT place a Referral. Please call the Scheduling line for this Specialty directly to setup and appointment.



Step 6: Answer all applicable questions. Questions with an exclamation mark are required.

Attachments: Lab	Home In Basket	Patient List Referral Search Schedules	Tasks Reporting Test, Ed	1.1.1.1.1.1.1	Dest.		Menu	⊖ Log Out
Results and Radiology		SnapShot Chart Review Care	Everywhere Results Review Flow	wsheets Allergies	Problem List Order	Entry	- 18e	
Results should be	ET	☆ Order Entry ▶ Edit Order					ē	0
attached to E-Consults from your native health	Ed Test Male, 23 y.o., 9/8/1997 MRN: 207222	E-Consult To Cardiolo Priority: Process instructions:	Routine [6] 🗸 i Cardiology Clinic Referrals	Routine STAT				^
record system.	Search Chart		Appropriate referrals include:		Î			
Use File Type "Referral attachment" this will	Meera L Sharnoff PCP - General		Abnormal stress tests suggestive of coro Evaluation of known coronary artery dise worsening symptoms or LVEF. New heart failure.	nary artery disease. ase if not currently followed	by cardiologist or with			
create a note on the	ALLERGIES Not on File	Questions:	meant failure refractory to standard media	Answer	Comment			
referral and be linked to the referral.	ACCESS ENDS 12/7/2020		 What is your clinical question? Please include all relevant history, exam findings and lab/radiology results in the comments List any scheduling considerations 	abnormal stress test				
Note: The maximum file			3. What is the Patient's Payor and Subscriber ID?	Alameda Alliance	123456789			
The following file types			4. Referring Clinic Name and Location?	LifeLong	Dublin			
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• PDF		🔥 Comment:	.? + 🖻 ⇔ ⇒ 🛼					
Once you have completed all relevant questions for	Upload document				^			~
the E-Consult/ Ambulatory Referral, uploaded any	Change patient					✓ Accept	X Cance	el

optional attachments, completed any additional documentation in the Comments field, entering your site name first then the additional information on the next line, then select an appropriate **ICD10 code**, click **"Accept"** in the bottom right corner of the screen. You will then be directed back to the Order Entry screen to **Sign the Order**. If needed, you may also click "Cancel" to discard the order.

Note: If the diagnoses in the "Recent diagnoses" list do not apply to the E-Consult/ Ambulatory Referral request, click the "Add a new diagnosis" search button to identify a more appropriate ICD10 code. You can search by diagnosis name or ICD10 code.



Step 7: Sign the E-Consult/ Ambulatory Referral Order.

	* Order Entry
	E Preference List 🔞 Dx Association
	New procedure: Birenbaum, Emily K, MD - AHI Solutions I
Test Referrals Female, 4 y.o., 7/7/2015	Unsigned new orders (0)
MRN: 204730	No unsigned orders
Physician Family	Orders signed in this encounter (1)
Medicine, MD PCP - General	E-Consult To Cardiology O
ALLERGIES No Known Allergies	Scheduling needed. What is your clinical question? Please include all relevant history, exam findings and lab/radiology results in the comments: Detailed Clinical Question List any scheduling considerations: Needs Spanish Interpreter Additional space for Clinical Question and/or any other relevant details related to this Referral.
ACCESS ENDS 5/28/2020	Don't see the order you're looking for? Try Order Review.
Upload document	
Change patient	✓ Sign Orders

After signing the order, you will be directed back to the Order Entry screen. The order will now appear under the section titled "Orders Signed in this Encounter."

On this screen, you can also view all unsigned "Draft" orders specific to the user who is logged into EpicCare Link (i.e. Referral Coordinator). This list includes both unsigned E-Consult/ Ambulatory Referral and unsigned Radiology orders. If appropriate, take this opportunity to complete any remaining unsigned orders. If any of these orders are no longer needed, you can quickly and easily Cancel them by clicking the Trach icon to the right of each order, respectively.

Unsigned new orders (1)		
Internal Ambulatory Referral to Occupational Therapy	 峃	
🗞 Routine, ALH OCCUPATIONAL THER, Occupational Therapy, Specialty Services Required		
Orders signed in this encounter (1)		



How to view all prior E-Consults, Referrals and Diagnostic Orders

In a patient's chart, click "Order Review" located under the tab with three white dots (indicating additional options are available).

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33.2	Home In basic	SnapShot Chart Review	Care Everywhere	Results Review	Flowsheets	Allergies Problem	List Order Review	··· ··· ···	10000
100		* Order Review	Clinical Review		Care Managemen	nt Or	ders	83 0 0	SAL S
	Test Referrals Female, 4 y.o., 7/7/2015 Mith: 204720 Sourch Chart P Physician Family Medicine, MD PCP - General ALLERGIES No Known Allergies ACCESS ENDS	View Order Report © Schedu Order Name E-Consult To Cardiology E-Consult To Cardiology Internal Ambulatory Referral	SnapShot Chart Review Care Everywhere Results Review Flowsheets Allergies Problem List Medications Patient Goals Social History Histories Growth Charts	5	Care Gaps Assessments Care Teams Care Plan Notes Patient Profile Demographics Patient Chart Advi Documents Misc. Reports Coverages & Bene	Red Red Sch Sories U	Inder Review Inder Review Gerals iew Referral deferral by Member needuling Jusick Appointment pipcoming Appointments	: Status pintment Needed pintment Needed pintment Needed	
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1 5		E-Consult To Cardiology		02/13/2020	Active Er	mily K Birenbaum. MD	Physician Epiccare Link	Appointment Needed	1 Per
		E-Consult To Rheumatology		02/13/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	1
125		E-Consult To Cardiology		02/13/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	200
		E-Consult To Podiatry		02/13/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	1
1. 1		CBC and differential		02/04/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	
		MRI brachial plexus wo IV co	ntrast bilateral	02/04/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	
1.1		E-Consult To Cardiology		02/04/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	ded
-		E-Consult To Gl/Liver		02/04/2020	Active Er	mily K Birenbaum, MD	Physician Epiccare Link	Appointment Needed	_
1. S. 1.	Change patient								N

This jumps you to the Order Review page for this specific patient. From here, you can quickly review all prior orders placed for this patient in the last 6 months. Click on the Order Name to view E-Consult/ Ambulatory Referral details. If you need to view an order that was placed more than 6 months ago, you can update the Date parameters by adjusting the "From" and "To" fields. Additionally, you also have the option to filter by Authorizing Provider. Please disregard the Appointment Status column on the far-right as this data is erroneous. Details about a patient's Scheduling Status will be communicated to the Authorizing Providers In Basket.

☆ Order Review					KA 🖶 😧							
Authoriz	From: 12/25/2019 To: 6/22/2020 Authorizing provider: Any Only my orders Search											
View Order Report ④ Schedule Orders 4 Cancel Orders												
Order Name	Order Date 🔻	Order Status	Authorizing Provider	Ordering User	Appt Status							
E-Consult To Neurology	05/27/2020	Discontinued	Emily K Birenbaum, MD	Nurse Epiccare Link								
E-Consult To Neurology	05/27/2020	Active	Emily K Birenbaum, MD	Nurse Epiccare Link	Appointment Needed							

To see additional details for a specific E-Consult/ Ambulatory Referral, select the order by clicking in the "Order Name" column for the specific order you would like to review.



To submit additional orders for the same patient, click "Order Entry."

		T	he Link portal - Interne	rt Explorer	-				
Home In Bask	et Patient List Referral Search Sch	edules Tasks Re	all Referrals	× Test				Menu Log Ou	
	SnapShot Chart Review C	are Everywhere	Results Review	Flowsheets	Allergies P	Problem List	Order Review		
Test Beforek	☆ Order Review	Clinical Review SnapShot Chart Réview Care Everywhere		Care Manage Care Gaps Assessments Care Teams	ment	Orders Order I Order I Referra	intry tevnew	50 @ 00	
Female, 4 y.o., 7/7/2015	View Order Report O Schedul	Flowsheets		Notes		New Ri Referra	ferral I by Member		
Search Chart D	Order Name	Allergies		Patient Profil	e	Schedu	ling	t Status	
Physician Family	E-Consult To Cardiology	Problem List		Demographic		Quick /	Appointment	pintment Needed	
Medicine, MD PCP - General ALLERGIES No Known Allergies ACCESS ENDS 6/1/2020	E-Consult To Cardiology	Medications Patient Goals		Patient Chart A	Advisories	Upcom	ing Appointments		1
	E-Consult To Cardiology	Social History		Misc. Reports				pintment Needed	
	Internal Ambulatory Referral I	Tal 1 Growth Charts Search Chart		Coverages & I	Benefits		sintment Needed		
	E-Consult To Cardiology							pintment Needed	
	E-Consult To Buprenorphine		02/24/2020	Active	Emily K Birenbau	m, MD Pł	ysician Epiccare Link	Appointment Needed	V
	E-Consult To Cardiology		02/13/2020	Active	Emily K Birenbaur	m, MD Pt	ysician Epiccare Link	Appointment Needed	8
	E-Consult To Rheumatology		02/13/2020	Active	Emily K Birenbaur	m, MD Pł	ysician Epiccare Link	Appointment Needed	2
	E-Consult To Cardiology		02/13/2020	Active	Emily K Birenbaur	m, MD Ph	ysician Epiccare Link	Appointment Needed	2
	E-Consult To Podiatry		02/13/2020	Active	Emily K Birenbau	m, MD Pł	ysician Epiccare Link	Appointment Needed	1
	CBC and differential		02/04/2020	Active	Emily K Birenbau	m, MD Pł	ysician Epiccare Link	Appointment Needed	1
	MRI brachiał plexus wo IV contr	rast bilateral	02/04/2020	Active	Emily K Birenbau	m, MD Ph	ysician Epiccare Link	Appointment Needed	
	E-Consult To Cardiology		02/04/2020	Active	Emily K Birenbau	m. MD Pł	ysician Epiccare Link	Appointment Needed	
	E-Consult To Gl/Liver		02/04/2020	Active	Emily K Birenbau	m. MD Pt	ysician Epiccare Link	Appointment Needed	
Upload document									
Change patient									S
	Logged in ex EPICCARE LINK, NURSE			Health	Planet # Link and EpicCare®	Unit licensed from E	pic Systems Corporation, @ 1979-1	2019 Epic Systems Corporation. POC	

To submit an E-Consult/ Ambulatory Referral for a different patient, click the "X" located next to the patients' name in the toolbar at the top of the page.



If you are a Clinician completing this workflow, you will be redirected to the main EpicCare Link homepage where you can select "Place Order" to place an E-Consult/ Ambulatory Referral for a different patient. Users who are **not** Clinicians will instead be redirected to the Patient Search homepage, where they can select a new patient as well as an Authorizing Provider prior to placing any new orders.



How to Attach to an In Basket

Replies from specialist reviewers will appear in the provider's in-basket folder. Providers need to attach each Referral coordinator to their In Basket so the Referral Coordinator can see and take action on the E-Consult messages sent by the specialist Reviewer To attach the Referral coordinator:

Select In Basket

Select Attach

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My In Ba	sket	Му	Message	es				
My Message Staff Messa	es ge	[Nev	全 v Msg	C Refresh	ې Search	4ttach	3 00C	

Select **Grant Access** Enter the partial name of the Referral Coordinator Click enter Add all that will be viewing the provider In basket Select **Save**



The Referral Coordinator will select **In Basket** Select **Attach**

						The Link portal - Internet Explore					
Epic	A Home	In Basket	Patient List	Ę Referr	al Search	Schedules	Tasks	Reporting	Patien		
My In Bas	sket	Му	Message	s							
My Message Staff Message	s ge	[Nev	₽ v Msg F	C Refresh	ې Search	다. Attach	8 000				

Add physician to the attach list Select the box for the Physician added Select **Save**





When in the In Basket select Attached In Baskets



How to view responses from the specialist review and send a response to the specialist reviewer (back-and-forth communication)

Responses to e-consult orders placed will arrive to the providers in-basket

- (1) Responses from the specialist via e-consultation will appear in the E-consult folder
- (2) Decision to schedule the patient for a specialist appointment will result in a notification letter in a Referrals folder

Replies from specialist reviewers will appear in an in-basket folder named "E-consult." Access the e-consult in-basket by clicking on that folder. (Referral coordinators will need to attach themselves to the referring providers' in-baskets to review their e-consult messages).

E-Consult (1)

- Brand new dialogue is listed as "New" and is bolded
- Specialist dialogue that you have previously read is listed as "Read" and is not bolded
- The presence of a green ball icon denotes that you are responsible for taking action on the e-consult dialogue. E-Consults that are in
 your in-basket without the green ball icon have been sent to you as an FYI. You cannot take action on these E-Consults, but you must
 read them, and mark as "done" after you have done so. This does not affect the status of the E-Consult in another provider's In
 Basket. It will still remain active with the provider responsible for the consult (who will have the green ball).
 - Note: if the referral coordinator is attached to the provider's In Basket, they can respond on the provider's behalf (with the provider's input)



Attached In Bask	Emily K Bir	renbaun	n, MD's	In Basket 🕨 E-C	onsult							23 6	90
Emily K Birenbaum, MD's In E C'd Charts Cosion - Clinic Orders	P New Msg	C Refresh	√ Done	Close E-Consult	+ Take	ې Search	i Sort	Properties					
Customer Service Reply (1)	Priority		Status	Sent Date 🔻	Sent Time	From	n			Department	Patient		
🖢 E-Consult (4)		•	Read	03/02/2020	1:07 PM	Phys	ician One C	ardiology, MD		Cardiology	Test, Aceta		-
늘 Outpatient Notifications (14		•	Read	02/28/2020	4:06 PM	Phys	ician One C	ardiology, MD		Cardiology	Referrals, Test		
Overdue Results (3)	Π	•	Read	02/04/2020	3:30 AM	Sune	et Kaur Gre	wal, MD		Family Medicine	Test, Aceta		
Referral Message	_		Read	05/24/2019	12:48 PM	Phys	ician One C	ardiology, MD		-	Adams. Stemi		
Referral Notifications (3)		•	Pend	05/07/2019	9:36 AM	Phys	ician One C	ardiology. MD		Cardiology	MvChart. Theod	ore	
Rfl Notif Ltr (2)			Pend	05/02/2019	4:10 PM	Phys	ician One C	ardiology MD		Cardiology	Abrends Fli		
Staff Message			Read	04/02/2019	9-21 AM	Phys	ician One C	ardiology, MD		Cardiology	Adams Jane		
			Read	04/01/2019	10-32 PM	Phys	ician One C	ardiology, MD		Cardiology	Adams Jane		
			Read	03/07/2019	12:12 04	Disur	ician One C	ardiology, MD		Cardiology	Adams, Jane		
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		_	Now		1.40 1144	Mar		houror		Dermatology	Adams Jana		ē
	E-Consult										Emily K Birenbaum,	MD's In	Basket
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Step 1: Click an **E-Consult** message to view the response from the Specialist Reviewer. Details of that E-Consult will appear on the right hand side. Note the following sections of the E-Consult:

- o The Message section includes all back-and-forth dialogue between the referring provider and the Specialist Reviewer.
- The **Order Questions** section includes the original E-Consult questions and answers based on the initial documentation from the original order.





Step 2: Take an action related to the E-Consult. There are two possible actions:

- Option 1. Close the encounter using the "Finalize E consult" button. We recommend finalizing E-Consults when the dialogue is
 complete, and no further recommendations are needed. However, remember that E-Consults cannot be re-opened once they are
 finalized, but all prior E-Consults can be found within a patient's chart.
 - Important note: If an E-Consult has not already been flagged for scheduling, marking an E-Consult message as Complete will fully close out that request, meaning it cannot be scheduled. You can check whether an E-Consult has been flagged for scheduling by reviewing the "Scheduling Information" section of the E-Consult message. If it says "Decision: Accept", then it has been flagged for scheduling. If it says "Decision: None", then it has not.
- Option 2. Reply to the specialist reviewer using the "QuickNote" button. Enter response in the dialogue box.
 - Important note: The response from the Specialist Reviewer will not appear after you select QuickNote. users copy and
 paste the Specialist response into the QuickNote response box. If you do this, please delete the text that you
 copied/pasted before completing your consultative response. Otherwise, this will be listed twice for the Specialist
 Reviewer.

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My In Basket	My Messages E	-Consult					11 0 0
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CRM	D Priority	Status	Sent Oate T	Sent Term	From	Department	Patient
Customer Service Reply (1)	M	Bead	05/27/2000	4/50 PM	Physician Naurology, MD	Neurology	Antisclatory; lan
Cutpatient Notifications Overdue Results (2)	D	Read	05/37/3020	452.992	Physician fueurology, MD	Neurology	Anticality (an
	Anne Sevice Reply (1) Colorent Sevice Reply (1) Colorent Sevice Reply (1) Colorent Sevice Reply (1) Colorent Results (2)	Appendix Constraints Constraints	bonne in Bisket Patient List Referail Search Sof My In Basket My Messages - E-Consult My Muscages Coloren Cosign - Chric Ordes Chric Ordes Chric Ordes Chric Ordes	Image: Second	Norme In Easter Perform Usit Referral Search Schedules Tasks Full and buildings My In Basket My Messages E-Consult Image: Consult Image: Consult	Normal Sector Norm	My In Basket My Messages E-Consult Image: Consult Image: Consult Image: Consult My In Basket My Messages E-Consult Image: Consult Image:

- Step 3: Manually route the response to the appropriate specialty specific E-Consult pool: In the "Add Recipient" section, type "P AHS E-CONSULT" and press enter. Select the appropriate specialty pool. This will route the message back to the specialty specific E-Consult pool to be reviewed.
- Enter your site name at the top of the note: e.g. CHCN Lifelong

	The Link portal - Internet Explorer	
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E-Consult 🕨 In Basket	t QuickNote	ē 0
QuickNote	Patient name: AMBULATORY,IAN Visit date:	
7/29/2020	Image: The second s	
Priority: O High Routine O Low	2	
Recipient List	Route message to: NEUROLOGY, PHYSICIAN [NEUROMD] Remove All	X Cancel
	Kemove All	



Patients Scheduled will send a letter to the Rfl Notif Ltr In Basket

Patients scheduled will end a letter to the Rfl Notif Ltr In basket folder notifying the initiating physician that the patient will be scheduled.

Select the Rfl Notif Ltr folder in In Basket

The status of the appointment will appear

When communicated to the provider the message can marked **Done**.

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Attached In Bask	Emily K Birenbaum, MD's In Basket 🕨 Rfl Notif Ltr	53 ē 0
 Emily K Birenbaum, MD's In E Ccd Charts Cosign - Clinic Orders Customer Service Repty (1) E-Consult Outpatient Notifications (2) Referral Notifications (7) R In Adul 10: 100 Staff Message 	Refresh New Msg Refresh Date	Status Next Appt Visit NEW PATIENT NEW PATIENT Sef as Default Seferral unit for an in-
My In Basket		
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Ambulatory, lan

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How to Finalize an E-Consult

E-consults can be permanently completed by clicking on the "Finalize E-Consult" button in the In Basket toolbar. We recommend Finalizing E-Consults only after the referring provider's request for specialty consultation has been fully addressed, the dialogue is complete, and no further recommendations are needed. E-Consults cannot be re-opened once they are closed. Unresolved E-Consults should remain open in the referring provider's inbox so that they can be easily routed back to the Reviewing Specialist for additional review and/or scheduling, as needed; examples where this might be relevant are when patients are awaiting diagnostics recommended by a specialist, or when the specialist has recommended a therapeutic trial.

Epic 17 G • nt List Referral S My Messages
E-Consult S - 0 My In Basket My Messages P 9 1 0 1 P E. 1 ٠ . CC'd Charts Done alize E-Co New Msg Cosign - Clinic Order 05/27/2020 Custor r Service Reply (1) ~ Read 4:58 PM Physician Neurology, MD Ambulatory, lan Neurology

4:52 PM

ician Neurology, MD

Click the "Finalize E-Consult" button to Close the E-Consult and drop the E-Consult message out of your In Basket.

05/27/2020

Read

Outpatient Notificatio Overdue Results (2) Rfl Notif Ltr (1) Staff Message





How to track whether an E-Consult has been sent for Scheduling

In the patient's Chart, access the Referral Report to review the following details related to Scheduling:

- 1. Determine if an E-Consult Referral has been sent for Scheduling
- 2. Review Scheduling comments by the Specialist Reviewer
- 3. Verify Appointment Information

Navigate to the Referrals Tab in Chart Review

- 1. Once in Chart Review, select the E-Consult Referral from the Referrals Tab that you would like to review.
- 2. Review information within the "Appointments for this Referral" as well as the "Scheduling Information" sections of the Referral report.



	*Order Entry SnapShot Chart Revi	ew Care Everywhere	Results Review Flowsheets	Allergies Problem List	Medications				
	☆ Chart Review - Referrals → Rep	oort Viewer			53 8 ()			
0	Referral				Referral # 3877	^			
Cest Referrals emaie, 4 y.o., 7/7/2015 MRN: 204730 Search Chart P Physician Family Medicine, MD PCP - General LLERGIES Io Known Allergies	Referral Order Order E-Consult To Cardiology (Order # 1180846) on 03/03/2020 View Encounter								
	General to AHS E-CONSULT Nurse Epiccare Link to P AHS E-CONSULT C Additional space for Clinical Question and/o	3/3/2020 3:16 PM							
/6/2020	Appointments for this Referral None								
	Scheduling Information Decision: None Priority: Routine Schedule by Date: 4/2/2020 Comments:								
	Patient Information								
	Patient Name Referrals, Test	Sex Female	DOB 7/7/2015	SSN xxx-xx-5496					
	Patient Demographics								
	Address 1148 Fake Lane BERKELEY CA 94702	Phc 444	one I-444-4444 (Home)						

If the Specialist Reviewer has not taken action, the following information will be displayed:

- Scheduling Information (Decision) = None
- Appointments for this Referral = None

If the Specialist Reviewer has Accepted the Referral, but an Appointment has **not** been Scheduled, the following information will be displayed:

- Scheduling Information (Decision) = Accept
- Appointments for this Referral = None

If the Specialist Reviewer has Accepted the Referral and an Appointment has been Scheduled, the following information will be displayed:

- Scheduling Information (Decision) = Accept
- Appointments for this Referral = Date/Time, Encounter Department and Encounter Provider

If the Specialist Reviewer has **not** Accepted the Referral, the following information will be displayed:

- Scheduling Information (Decision) = None
- Appointments for this Referral = None