

EpicCare Link Community User Quick Start Guide

Getting Started

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with Bon Secours Mercy Health to provide quality patient care. You can also use EpicCare Link to quickly refer patients to our organization.


EpicCare Link is a collection of different web pages, or activities, which correspond to different tasks. The activity that you use depends on what you want to accomplish.

This guide takes you on an introductory tour of EpicCare Link. The first pages include information to help you get started, such as browser requirements and how to log in. The rest of the guide contains explanations of how to use EpicCare Link.



Each organization configures Epic differently, so what you see in this guide might differ from what you see in your system.

Help and contact information

For help using an activity, click  on the webpage.

- If you forget your password or can't log in, call 1-833-MY1HELP (833-691-4357).
- For all other issues, use the [Need help or have feedback?](#) Link on the EpicCare Link website.

Browser, system and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- Apple Safari 9 and any later versions
- Google Chrome 50 and any later versions
- Microsoft Internet Explorer 11
- Microsoft Edge 79 and any later versions
- Mozilla Firefox 45 and any later versions
- iPad iOS 9 or Higher

On tablets, you must use iPad Safari or Android Chrome browsers.

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

Renewing your EpicCare Link subscription

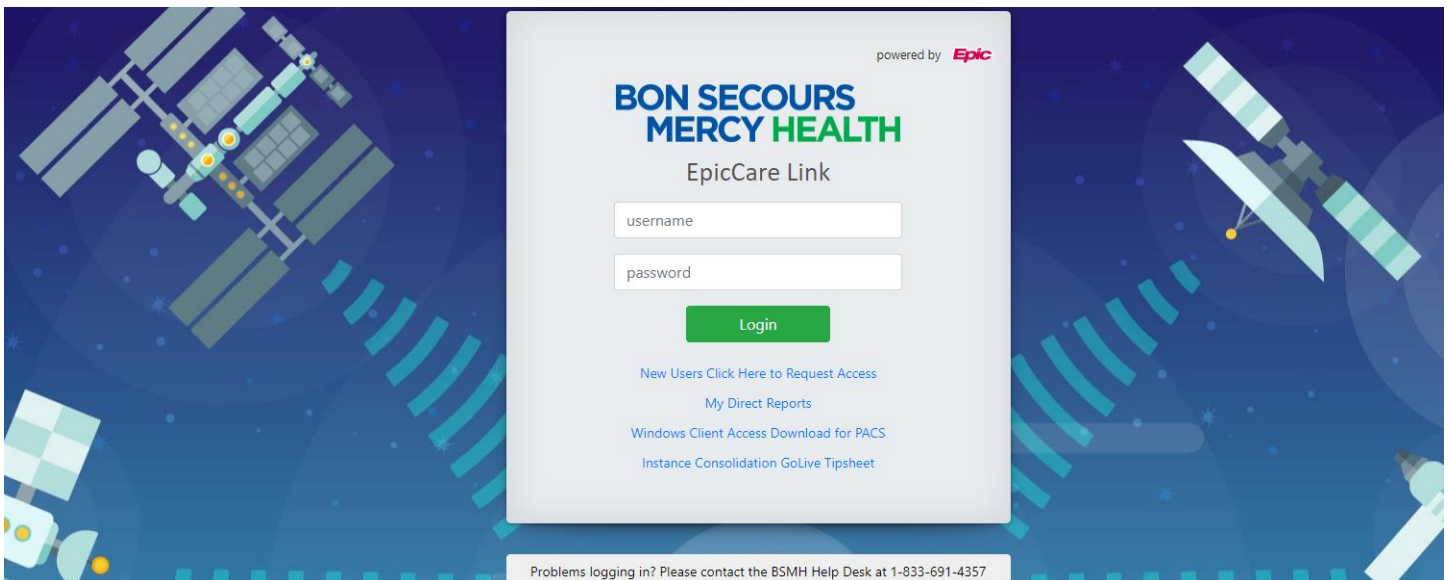
To maintain the most secure and confidential care possible, we require that you renew your subscription to EpicCare Link. To do so, be sure that you log into EpicCare Link at least once every 90 days:

Access the following page on our EpicCare Link website: <https://carelink.health-partners.org>

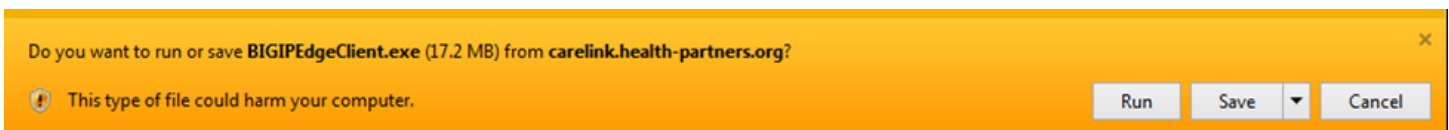
If you get a message stating your password is going to expire while logging into EpicCare Link, please call the Mercy Help Desk at 1-833-MY1HELP (833-691-4357) for assistance in resetting this, but it will prompt you to change the day it expires.

How do I access EpicCare Link and log In?

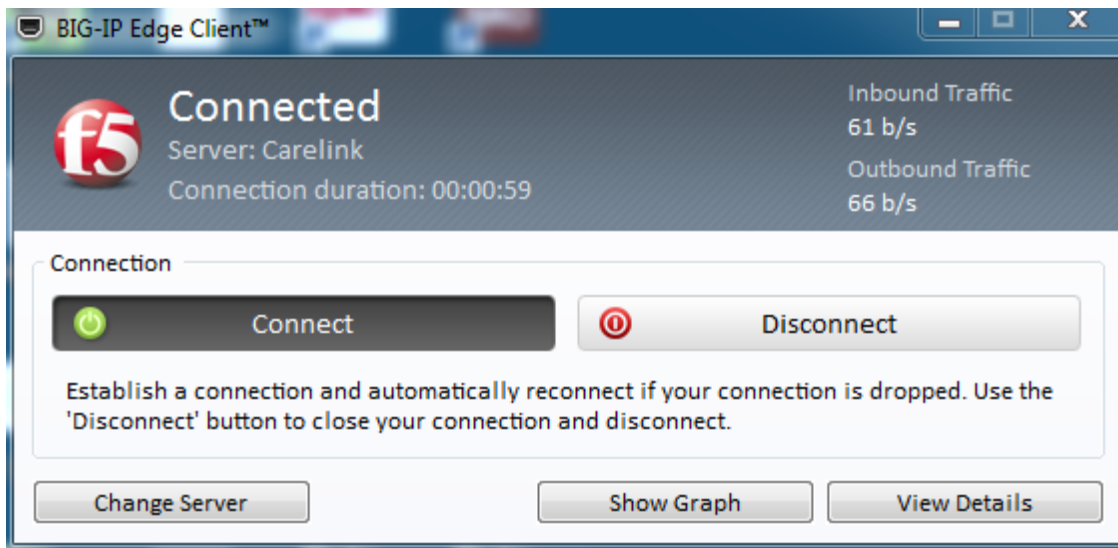
1. Once EpicCare Link has been requested for you, a regional representative will review your request. Once approved, expected turnaround time per request is 7-10 business days. When completed, notification will be sent to your email. Estimated total process time is 14-21 days from the request date. You will need to click on the embedded link (example shown below) to complete the sign-up process.
2. Upon clicking the link, you will return to the **EpicCare Link access page** shown below. Then select “Click here for Windows Client Access” (shown below) to install the **BIG-IP Edge client**.



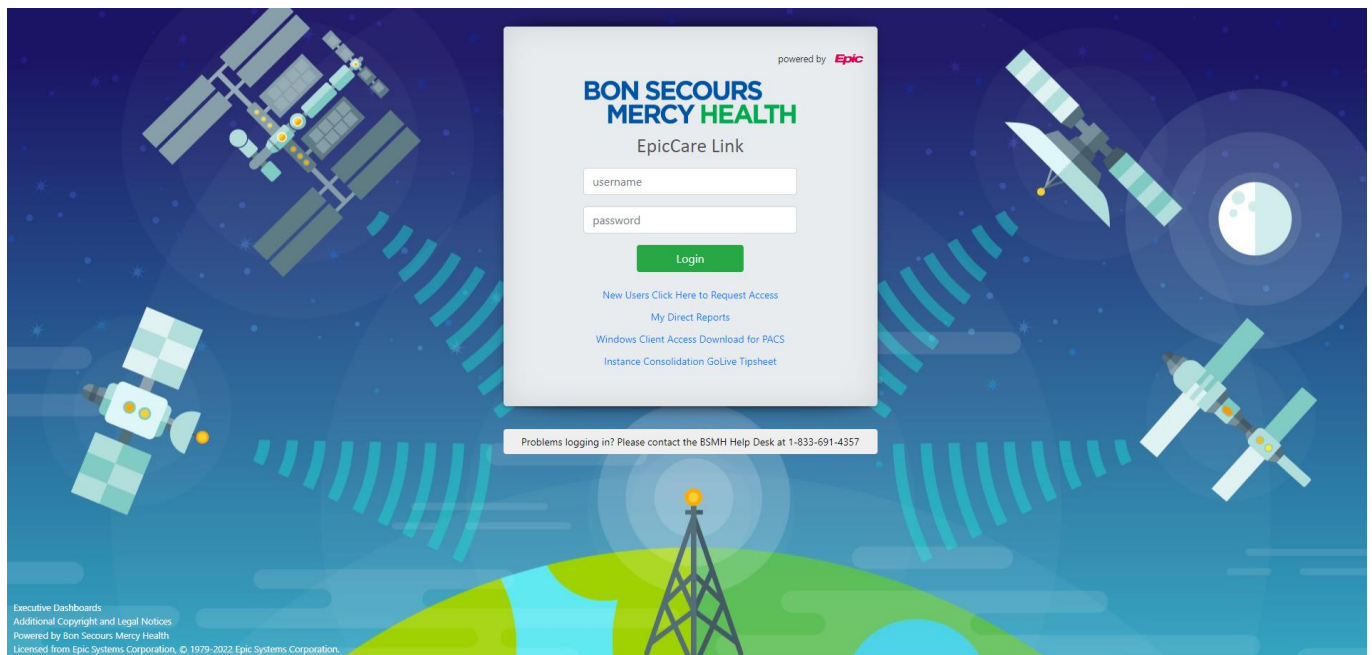
3. Click “Run” on the box that opens (shown below).



4. Once installed, open up the BIG-IP Edge Client from all programs:
Note: This can be pinned to the taskbar if needed for quick access.



5. After clicking Connect, you will be directed to the **EpicCare Link Home Page** shown below. First-time users will need to enter in their user ID and temporary password to gain access. You will then be prompted to change your password (minimum of 8 characters with a capital and symbol/number).




6. Or you can open your web browser and go to <https://carelink.health-partners.org>
7. Enter the user ID and password that you received for EpicCare Link.
8. Choose an authentication method to receive a code that you need to enter when you log in for extra security. You can choose to receive the codes through a mobile application or an email.
9. Follow the on-screen prompts to set up your chosen authentication method.
10. If a Terms and Conditions page appears, read and acknowledge the agreement.

Navigating in EpicCare Link

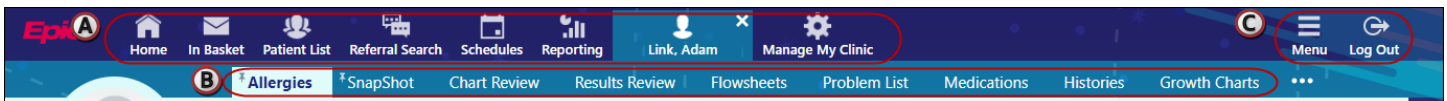
When you log in to EpicCare Link, several sets of navigation tools appear at the top of the page.

A) Navigation Tabs: Use these tabs to open different activities in EpicCare Link. Each tab contains one or more related activities. For example, the **Patient** tab contains patient-specific activities. When you click a tab, the default activity for that tab opens.

B) Activity Menu: Use this menu to open the various activities that are contained in the selected navigation tab. For example, the **Patient** tab activity menu contains the **Allergies** and **Chart Review** activities.


- If there are more activities than can fit on the screen, hover over the ellipsis on the far right of the menu to see all the activities contained in the tab.
- You can also click  to pin an activity so it appears first in the menu. If you pin multiple activities, they appear in the order that you pinned them. Click and drag pinned activities in the menu to change their order.

C) Action Options: Use these buttons, located on the top right of the screen, to see all of your available activities or to log out.






How do I log out?

To maintain patient confidentiality, you need to log out or secure your screen when you are done working or have to leave the computer for any reason. There are two ways to do this:

- Click  **Log Out**. The next time you log in, you are directed to your start page.
- Secure the computer by going to **Menu >Secure**. When you log back in, you return to the same activity that you were using before you secured the screen.

Accessing the Patient Chart


Select your patient's chart from a list of current patients

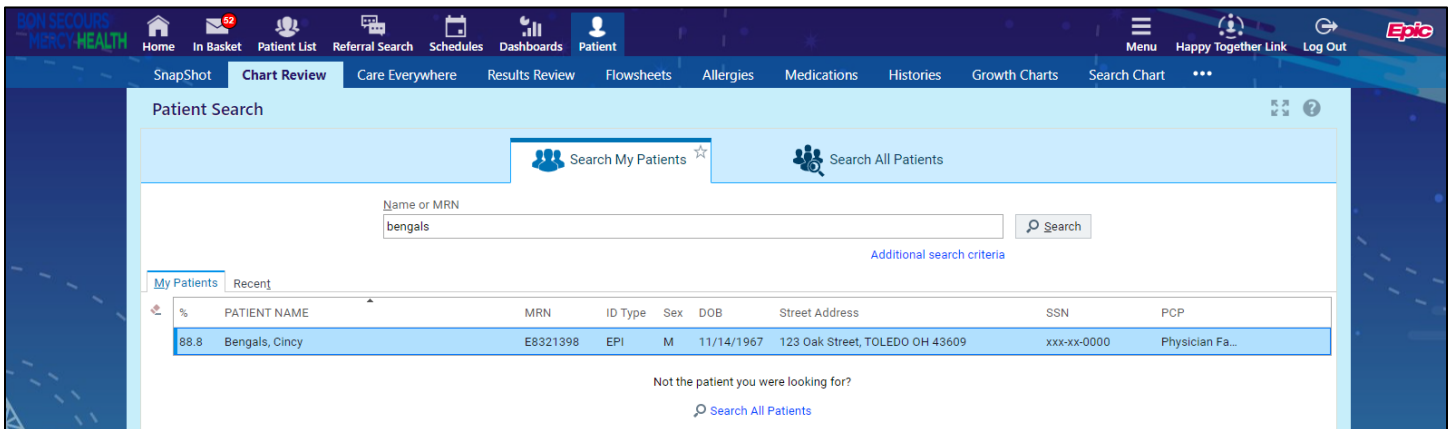
1. Click  **Patient** and go to the **My Patients** tab.
 - If you have access to many patients, your patients might appear on more than one page. Use the field at the top of the page to search for patients by their name.
2. Click a patient's name to open his chart.
3. To view a list of currently admitted patients, select the **Patient List** navigation tab and select the tab for admitted patients. For patients to appear on this list, you must have a provider relationship of PCP, attending, admitting, or treatment team on the admission.
4. Select a patient's name to view additional patient-specific information in the report pane.
5. If you view a report frequently, click  to add a button for the report to the toolbar. From that page, you can also remove your report toolbar buttons, rearrange the order of buttons, and rename the reports.
6. Click  to open a patient's chart.



To see only the patients for whom you are the PCP, select your name in the **Filter by provider** field.

Search for a patient's record based on name or MRN

1. Click  **Patient** and enter the patient's name or MRN.
2. In the Search Results window, click the name of the patient whose chart you want to open.



The screenshot shows the Epic Patient Search interface. At the top, there are navigation tabs: Home, In Basket, Patient List, Referral Search, Schedules, Dashboards, and Patient. Below these are various search and review options: Snapshot, Chart Review, Care Everywhere, Results Review, Flowsheets, Allergies, Medications, Histories, Growth Charts, and Search Chart. The main search area has two tabs: 'Search My Patients' (selected) and 'Search All Patients'. A search input field contains 'bengals' and a search button is visible. Below the search bar, there are tabs for 'My Patients' and 'Recent'. A table of search results is displayed with the following data:

%	PATIENT NAME	MRN	ID Type	Sex	DOB	Street Address	SSN	PCP
88.8	Bengals, Cincy	E8321398	EPI	M	11/14/1967	123 Oak Street, TOLEDO OH 43609	xxx-xx-0000	Physician Fa...

Below the table, there is a message: 'Not the patient you were looking for?' and a link to 'Search All Patients'.



In two clicks, you can quickly open a patient chart that you recently had open. In the **Search My Patients** section of the Patient Search activity, select the **Recent** tab and then click the name of the patient.

What if I can't find a patient?

If you don't find a patient using the methods above, you might not have been granted access to her chart yet, or she might not have a record in the system. Use the Search All Patients section of the Patient Search activity when you need to gain immediate access to a patient's chart for the first time, such as in the case of an emergency. Note that you must enter the patient's first and last name along with the Date of Birth along with 2 other options listed when using this method to gain access to a patient.

NON SECURUS
MERCY HEALTH

Home In Basket Patient List Referral Search Schedules Dashboards Patient

Menu Happy Together Link Log Out Epic

Snapshot Chart Review Care Everywhere Results Review Flowsheets Allergies Medications Histories Growth Charts Search Chart

Patient Search

Search My Patients Search All Patients

You will need to enter Name (Last, First) and DOB that are required (I), along with 2 other fields to gain access. [Quick tip](#): if you have the patients MRN or Last 4 of the SS#, only 3 total identifiers are needed. Other fields require 4 identifiers.

Patient Select

Name Birth Date

SSN Last 4 MRN

Sex ZIP Code

Home Phone Work Phone

Email Address Medicare Beneficiary Identifier

Search Clear

1. If your initial search returns no results, click **Search All Patients** from the Search Results window.
2. Complete the required fields and 2 other identifies, and then click **Search**.
3. Select the patient record you want to open, **Accept**.




If the patient's record doesn't exist, you would need to contact our help desk to assist in the creation of a new one.

Monitoring your patients

Event Monitor allows you to monitor events that occur in your patients' care, such as inpatient admissions or discharges, outpatient visits, or new lab results. You can view these events on the home screen or in your In Basket.

Target your event notifications

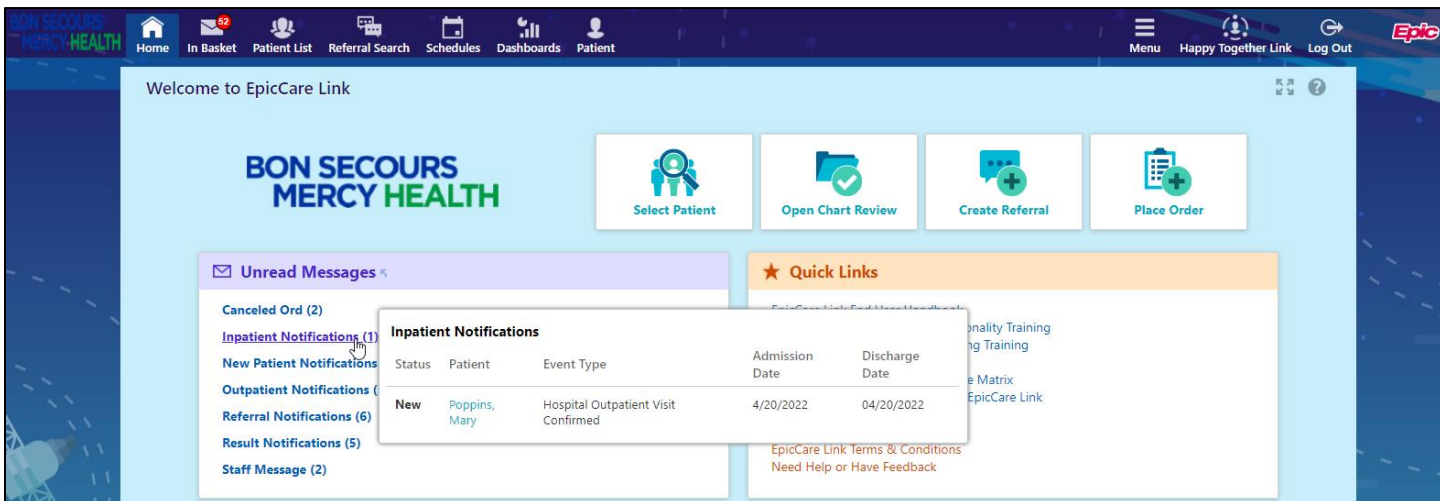
To focus on the medical events that matter most to you, use event and relationship filters in Event Monitor. You can tailor which types of events you're notified of and for which patients. For example, you can choose to be notified of only the events associated with you or certain providers in your group. You're associated with an event if you're the attending provider, admitting provider, referring provider, a treatment team member, a care team member or the patient's PCP.

1. From the Home screen, click  in the Event Monitor section.
2. Choose which types of events you'll receive notifications for in the Event Filter section. To receive notifications for all the available event types, select the **Events I Will Receive** check box.
3. Choose which events you'll receive notifications for by selecting one of the options in the Relationship Filtering section:
 - a. **All events for patients in my group.** This option includes events for any patient that you have access to. For example, if you choose to receive referral notifications, you are notified of any authorized referrals, even if the referral isn't to you or your group.
 - b. **Only events associated with a provider, department or vendor in my group (recommended).** For example, if a patient you have access to is admitted to the hospital, and the patient's PCP is in your group, you receive a notification even if the PCP isn't associated with the admission.
 - c. **Only events associated with me.**
 - d. **Only events associated with certain providers or departments.** This option includes only events associated with the providers or departments you select.
4. Choose who your notifications are sent to in the In Basket Settings section:
 - a. **Any user in my group.** Your notifications are sent to a group of users at your organization, and any of the users can access the message and mark it as Done, which removes it from the In Baskets of all the users in the group. This option helps reduce the risk of duplicate follow-up and can save time.
 - b. **Only me.** You are the only user who can mark the notifications as Done. Other users might still see and act on the same notifications, but they can't mark the message as Done. This option helps ensure that you see every notification.


View a patient's recent events

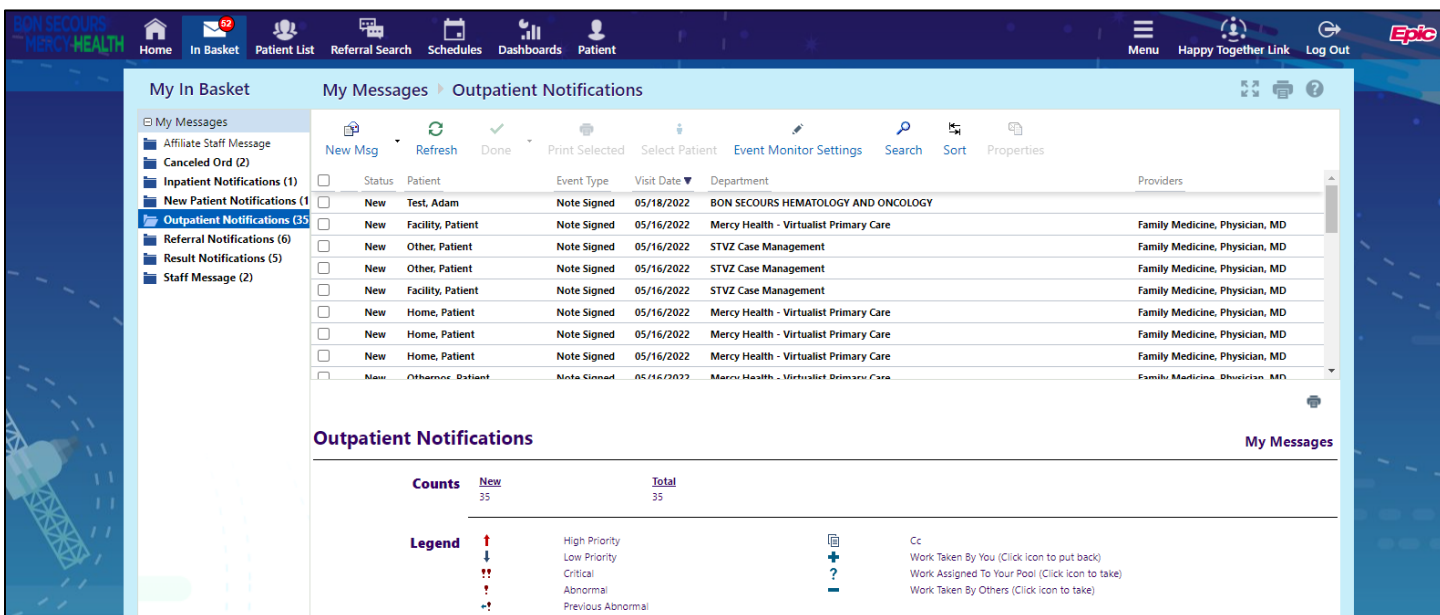
Select the **Home** tab and hover over each type of event in the Event Monitor section to review recent events for your patients.

If necessary, you can view more information about events and mark them as Done in In Basket by clicking the name of the patient in the Patient column.



Open a patient's chart from an event message

Select the In Basket message for the patient's event and click  **Select Patient** to open the patient's chart.



Reviewing the Patient Chart

Review the patient's chart before a visit

1. Open the patient's chart, click **Chart Review**, and select a tab that includes information you want to review.
2. To view more detail, such as a specific patient visit, click the date link that appears in the row.



To view details on several rows at once, select the check boxes in those rows, and then click **Start Review**.

Cincy Bengals
Male, 54 y.o., 11/14/1967
MRN: E8321398

COVID-19 Vaccine: Unknown

Physician Family Medicine, MD
PCP - General

Allergies: No Known Allergies

ACCESS ENDS (Never)

Upload document

Change patient

Chart Review - Loaded: 12, Filtered count: 12

Encounters Labs Imaging Procedures Cardiology Other Orders Medications Episodes Letters Notes Media

Start Review Refresh Encounter Flowsheets Filters Default filter

Filters: Default filter

	When	Type	With	Description	CSN
<input type="checkbox"/>	04/14/2022	Procedure Pass			157210441
<input type="checkbox"/>	04/14/2022	Community Orders	Fotouhi, F	COPD with acute exacerbation (HCC) (Primary Dx)	157210440
<input type="checkbox"/>	02/23/2022	Care Coordination	Test, C		157184662
1 Year Ago					
<input type="checkbox"/>	04/14/2021	Procedure Pass			157175244
<input type="checkbox"/>	04/14/2021	Community Orders	Foad, M	COPD exacerbation (HCC) (Primary Dx)	157175243
2 Years Ago					
<input type="checkbox"/>	03/13/2020	Refill	Fam Med - Family Medicine, P		157166977
<input type="checkbox"/>	02/11/2020	Clinical Documentation	CASE MANAGEM - Test, C		157166189
3 Years Ago					
<input type="checkbox"/>	01/24/2019	Orders Only	Fam Med - Family Medicine, P		157154766
<input type="checkbox"/>	01/15/2019	Care Coordination	Fam Med - Test, C		157152885
<input type="checkbox"/>	04/09/2018	Care Coordination	CASE MANAGEM - Test, C		157143800
<input type="checkbox"/>	02/13/2018	OP Visit	Psychiatry		157141960
<input type="checkbox"/>	11/14/2017	ED	Emergency Me - Physician, C	Stable angina pectoris (HCC) (Primary Dx)	157138133

Find information quickly in the patient's chart

For patients with large charts, you can enter text in the **Search Chart** field to quickly find the information you need. For example, search for "cholesterol" to see a list of relevant matches in the patient's chart, such as lipid panel results and progress notes that mention cholesterol.

Use filters to narrow the list of information you see

You can also use filters to find visits, labs, medications, or other information in Chart Review. For example, on the **Encounters** tab, you can filter the list so you see only the visits associated with certain providers.

1. In Chart Review, select a tab.
2. Click **Filters** and select a filter type. Then, select check boxes next to the values that you want to see. For example, select Encounter Type, and then select the Billing Encounter filter.
3. Click **Apply** to make the results of your search appear.

Filters

Encounter Type	#Enc	Last Date
<input type="checkbox"/> Care Coordination	3	02/23/2022
<input type="checkbox"/> Clinical Documentation	1	02/11/2020
<input type="checkbox"/> Community Orders	2	04/14/2022
<input checked="" type="checkbox"/> Hospital Encounter	2	02/13/2018
<input type="checkbox"/> Orders Only	1	01/24/2019
<input type="checkbox"/> Procedure Pass	2	04/14/2022
<input type="checkbox"/> Refill	1	03/13/2020



To remove the search criteria and begin a new search, click **Clear All**.

View trending data in graph or table format in Chart Review

- In Chart Review, select the check box for the data you want to view. For example, select specific visits or lab tests.
- Select the type of flowsheet that you want to create.
 - Click **Encounter Flowsheets** to graph data such as vital signs or medications. Then select a specific flowsheet, such as Diabetes - Brief.
 - Click **Lab Flowsheets** to graph lab result data.
- Click and drag to select the table cells that contain data that you want to graph.
- Click **Line Graph** or **Bar Graph** to create a graph of the selected data.

View a patient's trending lab results in Results Review

- Select the **Patient** tab and click **Results Review**.
- Select the date range for the results data you want to see and click **Accept**.
- To view a specific result component type, such as Hematology, or a specific result component, such as Hemoglobin, expand the tree on the left. Select the name of the component or component type that you want to view.
- To view more columns of results, click **Load More**. To view all columns of a patient's results for the time range that you selected, click **Load All**.



Click **Time Mark** so the next time you view the patient's results, you can easily distinguish any new results from those that you have already seen.

Customize the way results appear

1. In Results Review, click **Options**.
2. To make the most recent results appear from left to right by default, select the **Trend Dates in reverse chronological order** check box.
3. Set your other default preferences, such as the default number of columns to show, using the other options.
4. Click **Accept**.

View a patient's allergies

Select the **Patient** tab and click **Allergies**.



For more information about an allergy, select the allergy and click **View History**.

View a list of the patient's current medical problems

Select the **Patient** tab and click **Problem List**.



For more information about a problem, click the **View Report** link.

View a patient's current medications

Select the **Patient** tab and click **Medications**.

Reaction	Severity	Reaction Type	Noted	Valid Until
Allergies				
Cotton Candy Flavor [Ethyl Alcohol (Skin Cleanser)]	Not Specified		1/13/2022	
Aspirin	Hives	Low	Unspecified	1/13/2022

Last Reviewed by Jackie Manzi on 1/13/2022 at 9:58 AM: Fully Reviewed Past Reviews



For more information about a medication, click **View Details**.

View a patient's history

Select the **Patient** tab and click **Histories** to see a report with information about the patient's medical, surgical, family, and social history. Social history includes topics like tobacco use and sexual activity.



For a high-level summary of the current patient's chart, select **SnapShot** from the Clinical Review menu.

View a patient's demographics

Select the **Patient** tab and click **Demographics** to see a report with demographic information like the patient's address, PCP, emergency contacts and more.

View a patient's billing information

To view information about the patient's eligibility for health plans, coverages, service areas, networks, and more, select the **Patient Profile** tab and click **Coverage & Benefits**. You can expand and collapse the sections in the Services section and use the **Jump to** search bar to find specific services.

You can also see details about a particular coverage on the Benefits Summary page to:

- Determine whether a coverage is active.
- Determine what the patient portion will be for a particular service.
- Review a summary of benefits.

Eligibility Information as of 02/27/2019 ZZTEST,DAVE [E8321764]

Eligibility			
Employer Group	Benefit Plan	Carrier	Payor
	MEDIGOLD [4435001]		MEDIGOLD [4435]
Service Area	Networks	Primary Location	PCP
CINCINNATI	INDEMNITY NETWORK	SWOH MMA PHYSICIAN PRACTICES	BLOOD, JEFFREY P

Coverage Information			
Covered Flag	Type	Effective From	Effective To
Yes	Indemnity	03/14/2018	
Relationship to Subscriber	Member Number	Patient Application Date	Patient Late Enrollment
Self - Self	123456		

Subscriber Level Information			
Insurance ID	Subscriber Name	COBRA Status	COBRA Date
123456	Zztest,Dave		

Patient Profile: Dave Zztest, Male, 16 y.o., 1/1/2003, MRN: <E8321764>. PCP: Jeffrey P Blood, DO.


ALLERGIES: Sulfur (Sulfa Antibiotics)

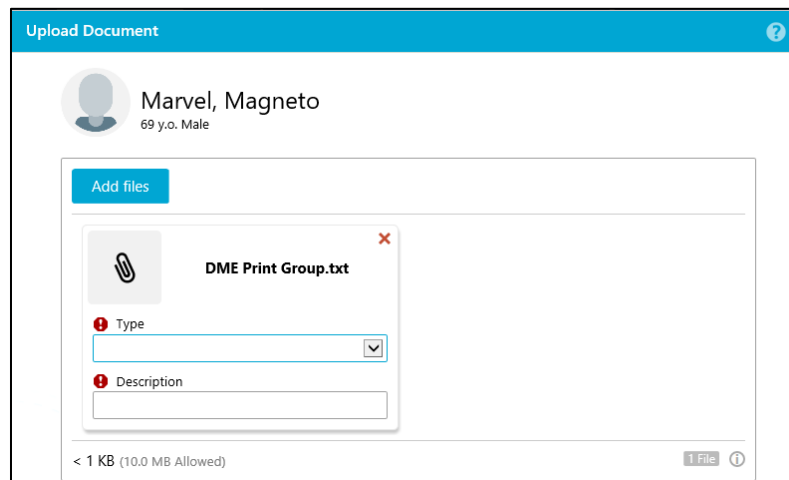
ACCESS ENDS: 3/7/2019


Uploading Files to the Patient Chart

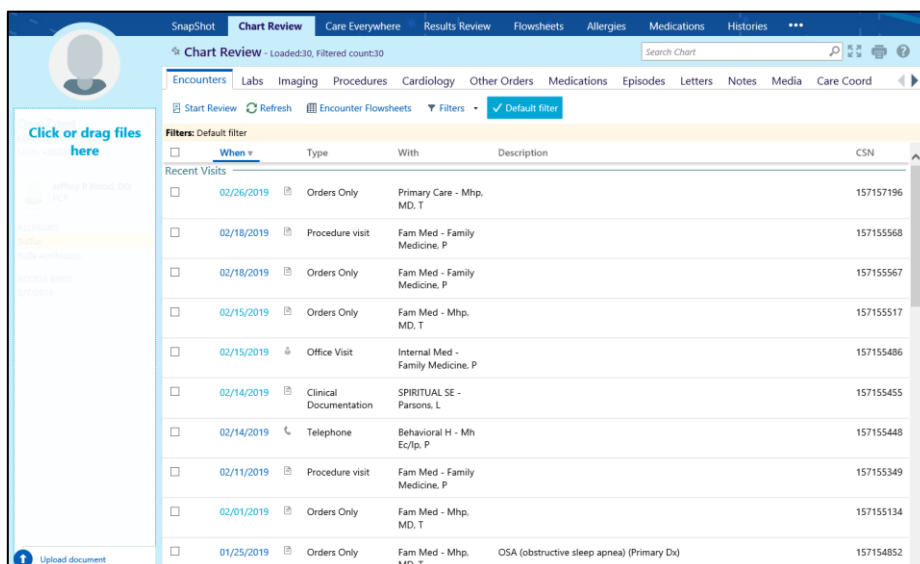
Upload a file

You can attach a file to the patient's chart, such as an electronic copy of exam notes.

1. Drag and drop a file from your computer into the section below the patient's photo on the left side of the screen. Alternatively, click **Upload document** on the left side of the screen to open a window where you can drag and drop the file.
 - If you don't want to drag and drop a file from your computer, click **Add file** to browse for the file on your computer and select it.
 - Any files that you add must be smaller than the maximum allowed file size and be of an appropriate type.
 - The maximum allowed file size appears in a message below the **Add file** button.
 - To see which types of files you can add, hover over .
2. Select a document type for the file, such as a study attachment.



3. Enter a description of the file.
4. If you want to remove a file that you selected, click .
5. If the Message for reviewer section appears, enter a message for the administrator who review files.
6. Attach To Patient's Chart if you give users security to upload files without review.



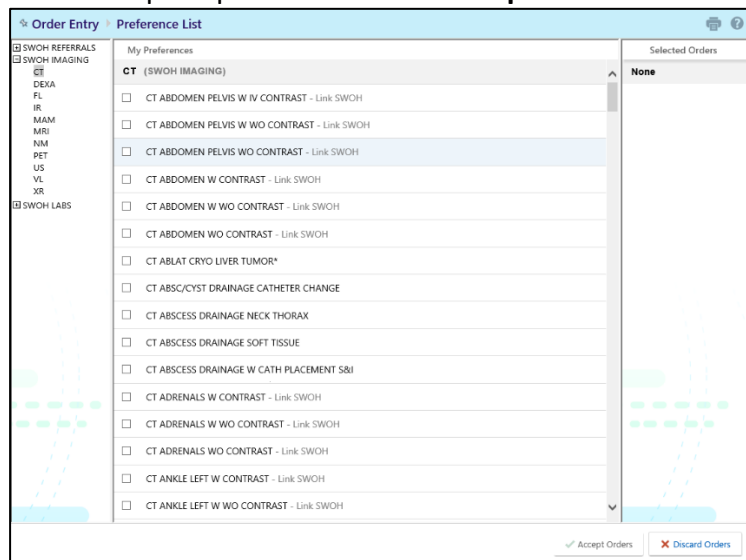
Placing Orders (If you have access)



You can schedule some orders directly from EpicCare Link. For more information on scheduling orders, refer to the section

Place a new order

1. Select the **Patient** tab and click **Order Entry**.
2. Select an ordering clinic and authorizing provider and click **Accept**.
3. Click **Preference List** to see a list of available orders.
4. Select the check box next to each order that you want to place. Use the subsections in the left pane to filter orders by type.
5. Click **Accept Orders** to review a list of your orders and make any necessary changes before signing them.
6. If there's a required (❗) or recommended (⚠️) icon next to an order, you can enter more information. Click an order's name to edit details like quantity or associated diagnoses.
 - For a procedure order, you can attach a file, such as a scanned image, to the order.
 - To associate a diagnosis with a single order, either select the check box for a recent diagnosis in the **Dx Association** section or enter a new diagnosis in the **Add a new diagnosis** field and press **Enter**.
7. Accept and sign the orders.
8. If there's decision support associated with any of the orders, select a follow-up action and click **Accept**.
9. Enter your password if prompted and click **Accept**.



If you already know the name of the order in EpicCare Link, you can search for it in the **New procedure** field.



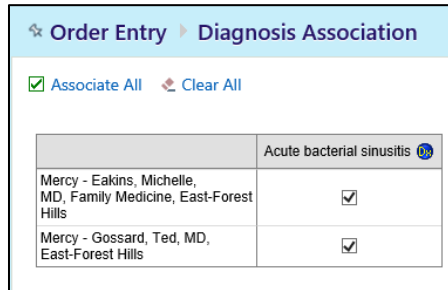
Enter a partial word in a field instead of a whole word to reduce the amount of time you spend typing.

For example, entering "gluc" in the **New procedure** field in Order Entry shows you all of the procedures beginning with "gluc". You can use this shortcut for any information that is stored in the database, such as procedures and other providers' names.

Associating diagnoses for orders

You can:

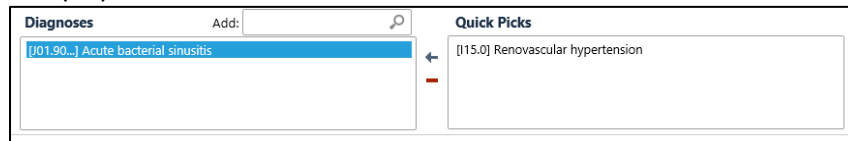
- Associate all of the patient's orders with all of the patient's diagnoses by clicking **Associate All** on the Diagnosis Associate page.



- Manually associate orders and diagnoses by selecting the appropriate check boxes.
- Select a problem from the Quick Picks list, which includes the patient's problems and recently-used diagnoses, and click the left arrow (←) icon to add the problem as a diagnosis for the encounter.

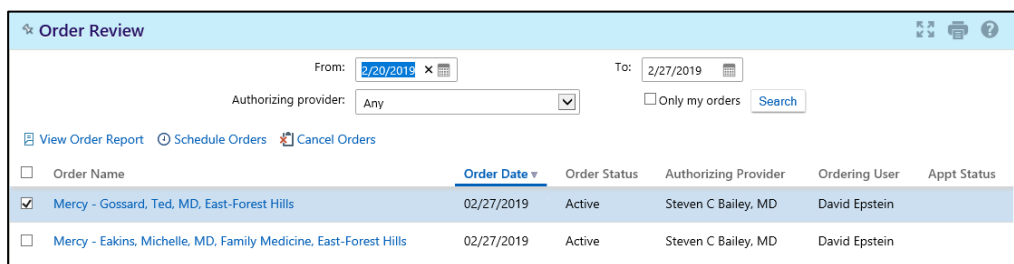


- Remove a diagnosis from the Diagnoses list by selecting the diagnosis and clicking the delete the selected diagnosis (−) icon.



Cancel a signed order

- Select the **Patient** tab and click **Order Review**.
- Select and cancel the order.
- Enter a reason for canceling and click **Accept**.



Scheduling Orders

Part I: Select the order to schedule

1. Select the **Patient** tab and click **Order Review**.
2. Select and schedule an order. Note that you can select multiple orders to schedule them simultaneously, such as if the patient is going to have a set of labs done on the same day.
3. If a questionnaire appears, answer the questions and click **Next**.

Order Review LNK SWOH CT ABDOMEN W WO CONTRAST

1. Questionnaires 2. Appointment Preferences 3. Select Appointment 4. Make Appointment

RIS LNK CT ABDOMEN W WO CONTRAST QUESTIONNAIRE

Has Pre-Authorization been obtained for this procedure? (If No - Consult insurance matrix and schedule out appropriate amount of days to ensure authorization is obtained.)

Which Mercy facility would the patient like to be scheduled?

Part II: Search for and select an appointment time

1. On the Appointment Preferences page, search for an appointment date using the **Start date** and **End date** fields. Select the day/time check boxes to indicate the patient's availability.
2. Click **Next** and select the **Hold** check box for the time slot in which you want to schedule the appointment.

Order Review TJH CT ABDOMEN W WO CONTRAST

1. Questionnaires 2. Appointment Preferences 3. Select Appointment 4. Make Appointment

Select a solution to schedule. You may place a solution on hold by checking the checkbox on the right of the desired appointment(s). Click "Continue" to go to the next step.

[\(View More Available Times\)](#)

Date	Arrive By	Time	Length	Visit Type	Provider	Department	Center	Hold
3/1/2019 (Fri)	12:00 AM	12:00 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:05 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:10 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:15 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:20 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:25 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:30 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:35 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:40 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>
3/1/2019 (Fri)	12:00 AM	12:45 AM	30 min	TJH CT ABDOMEN W WO CONTRAST	TJH CT RM 1	TJHZ CT SCAN	Jewish Radio	<input type="checkbox"/>

3. Click **Continue**. If prompted, enter the referring provider for this appointment in the **Referring provider** field.

4. Click **✓ Make Appointment**. You can print the report that appears as an appointment confirmation for the patient.

Order Review > TJH CT ABDOMEN W WO CONTRAST

1. Questionnaires 2. Appointment Preferences 3. Select Appointment 4. **Make Appointment**

Appointment Details

TJH CT ABDOMEN W WO CONTRAST

Date	Appt Time	Length	Provider	Department	Arrival Location	Center
3/01/19 (Fri)	12:00 AM	30 min	TJH CT RM 1	TJHZ CT SCAN	Jewish Radiology	

Copay: \$0.00

Insurance: (None) Effective dates: (None)

Patient instructions: **PREPS:**
* NPO four hours prior to the procedure. If STAT NPO is not needed
* Arrive 90 minutes prior to scheduled time
* If patient needs labs drawn prior to exam, then please specify which labs are to be drawn. Patient should valet park at the Main Entrance of the hospital and then take the "A" Elevators to the 1st floor Out Patient Diagnostic Services area for Registration

RESTRICTIONS:
* No UGI or other Barium procedures two weeks prior
* Schedule UGI and other Barium procedures two days later

Location Instructions: 4777 E Galbraith Road, Cincinnati, OH 45236. * Patient should valet park at the Main Entrance of the hospital and then take the "A" Elevators to the 1st floor Out Patient Diagnostic Services area for Registration

Procedure: CT ABDOMEN W WO CONTRAST

Additional Information

Referring provider: Steven C Bailey, MD

Appointment notes:

[← Back](#) [✓ Make Appointment](#) [✗ Cancel](#)

Working with Referrals

Create a new referral

To create a referral, you might be required to enter information such as the referring and referred to providers, procedures to be performed, or diagnoses associated with the referral. You can also enter notes to communicate other information about the referral.

1. Select the **Patient** tab and click **Order Entry**.
2. Click **Preference List** to see a list of available orders.
3. Click **Referrals** and select the referral you want to order.

The screenshot shows the 'Order Entry' interface for a patient named Dave Zzest. The 'Preference List' is displayed, showing a list of medical specialties and procedures. The 'My Preferences' section lists various providers with checkboxes. The 'Selected Orders' section shows a list of procedures, including 'Mercy - Eakins, Michelle, MD, Family Medicine, East-Forest Hills'. At the bottom, there are buttons for 'Accept Orders' and 'Discard Orders'.

4. Click **Accept Orders**.
5. In Order Entry, click the link for the referral to add information such as the associated diagnoses, attach any relevant files, and enter any comments. Click **Accept** when you're finished.
6. Click **Sign Orders**.
7. Enter your password if prompted and click **Accept**.

View a list of referrals for a patient

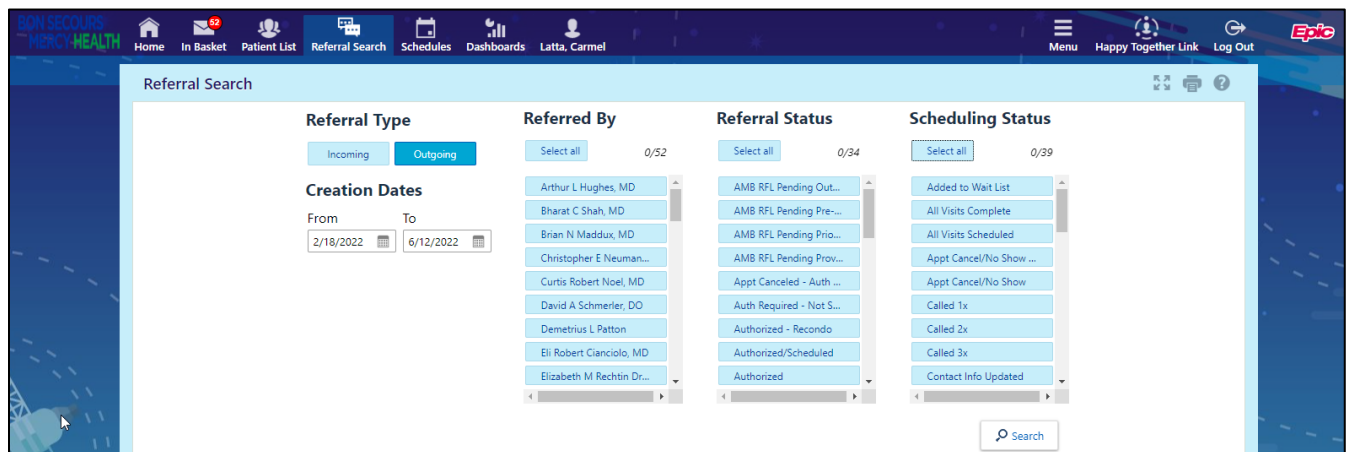
1. Select the **Patient** tab and click **Referral by Member**.
2. The patient's active referrals appear, including any that are new, open, authorized, or pending review. To see all referrals, select **Show All Referrals** in the **View Option** field.
3. For more information about a referral, click the referral ID link to view a report.




You can't edit a referral that you've already created, but you can add additional notes or attachments to it and send a referral message.

View a list of referrals for specific providers or locations

1. Select the **Referral Search** tab.
2. Select either **Incoming** or **Outgoing** depending on whether you want to see referrals sent to your organization or referrals placed by your organization.
3. In the **Referred To** or **Referred By** section, select one or more providers or locations.
4. In the **Referral Status** section, select each referral status that you want to include in your search results.
5. If you selected **Outgoing** in step 2, select a scheduling status in the **Scheduling Status** section.
6. Enter dates in the **From** and **To** fields to limit your search to particular dates.
7. Click **Search**.



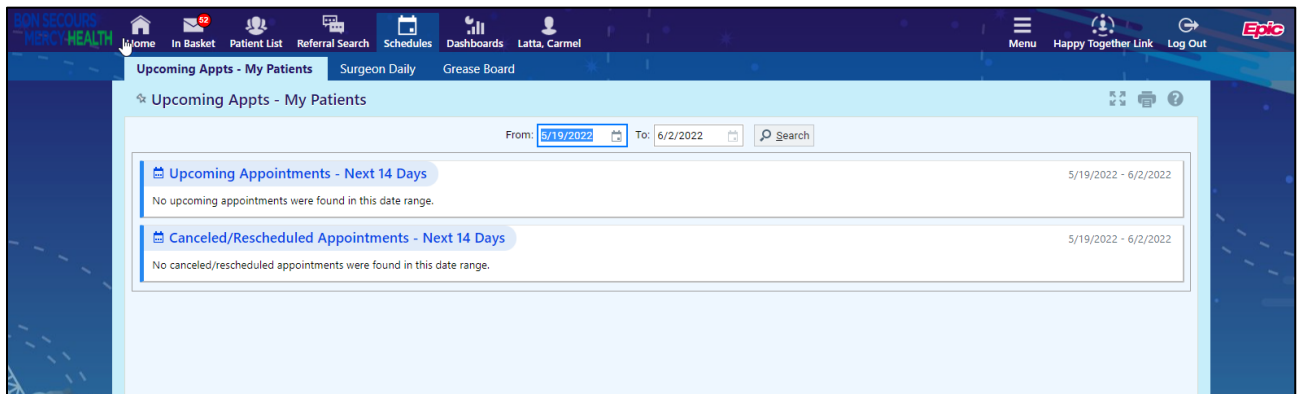
8. For more information about a referral, click the referral ID link to view a report. Click  to open the associated patient's chart.


Viewing Upcoming Appointments

The Upcoming Appointments reports sort appointments by patients in a particular patient group, if applicable, and then by date and time.

View upcoming appointments for your patients

1. Choose the upcoming appointments report you want:
 - a. To view a report for all of your patients, select the **Schedules** tab and click **Upcoming Appts - My Patients**.
 - b. To view a report for one patient, select the **Patient** tab and click **Upcoming Appts - Patient**.



2. Click the double arrow () icons to collapse or expand a section.

In Basket: Viewing Messages



In Basket is a quick and easy way to communicate with your colleagues. From here, you can view and sort messages, search for messages based on a number of criteria and respond to your messages.

Select the **In Basket** tab to access your messages. Folders that group types of messages appear in the left pane. For example, you might see **CC'd Charts** or **Referral Authorization** folders. If you have new messages, the folder title appears in bold, and the number of new messages appears in parentheses next to the folder name. If you have a new high-priority message, the folder appears with a red arrow.

View a message


1. Select the folder for the type of message you want (for example, **Result Notifications**).
2. Select a message to read its contents.

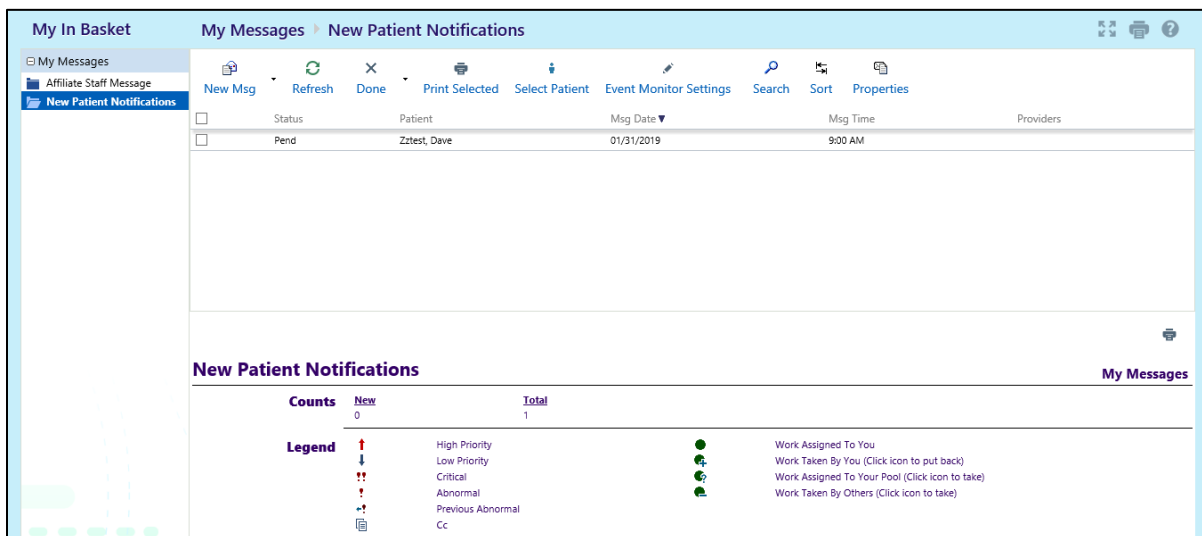
Search for a message

1. Click  **Search**.
2. Enter as many search criteria as you want and click  **Search**. You can search by patient, message type, status, recipient, priority, date, or any combination of these.
3. To return to your normal In Basket view, click **My In Basket**.

Print multiple messages at once

If you are working with a paper system, you can print multiple In Basket messages to keep on file. Note that you can print multiple messages at once only for certain message types.




1. Select the folder containing the messages that you want to print and select the check boxes next to the messages that you want to print.
2. Click  **Print Selected**.
3. Select the right print settings and print the messages.



In Basket: Sending Messages



In Basket is a communication hub where you can send and receive secure messages similar to email. Messages are sent to individual recipients or to a number of recipients grouped in a class or a pool. You can also associate a patient with the message using the **Patient** field on the message form so that the recipient can refer to the patient's chart.

Send an In Basket message

1. Select the **In Basket** tab, click the arrow next to  **New Msg**, and select the type of message you want to send.
2. In the **To** field, completion match on the name of the person or group to whom you would like to send your message. To see a list of all possible recipients, click .
3. Enter a brief subject in the **Subject** or **Summary** field.
4. If you are sending a message regarding a patient, either click **Use <patient name>** to pull in the patient's name, or search for a different patient. This attaches the patient's name to the message.
5. Complete any other required fields.
6. Enter your message in the **Note** field.
7. When you are finished, click  **Send Message**.

Reply to or forward a message

Click a message to select it.

- To reply to a message, click  **Reply**.
- To forward a message, click  **Forward**.

Note: Reply and Forward options might not be available depending on the message you've received.

View messages you've sent

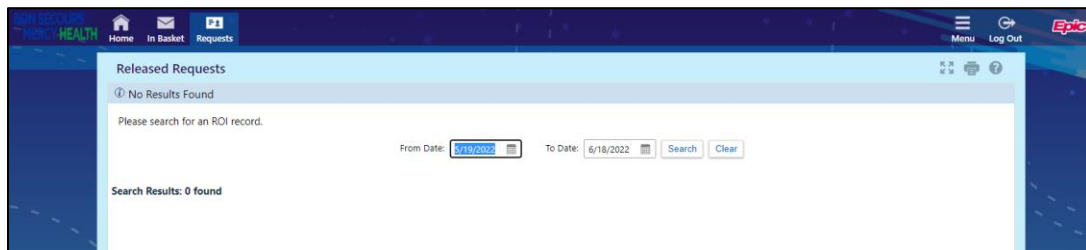
1. Select the **In Basket** tab and click **My Out Basket**.
2. Select a message type and then select a particular message to view it.
3. To return to your In Basket, click **My In Basket**.

Viewing Releases of Information

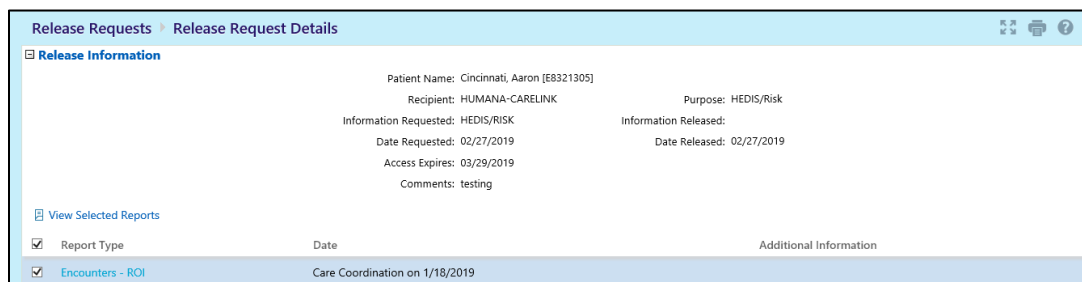
Use the Requests activity to view released portions of a patient's record. The data that you can view in the patient's chart is predetermined and is limited to the information that you need to accomplish your specific task.


Access your releases of information

1. Select the **Requests** tab.




2. If there are too many requests, search using the **Patient Name, Requested Date, Comment, or Purpose** fields.
3. Click the link for the information that you need to see.



4. To print your report, click .



When the reports are something other than PDFs, you can select the check box next to each report you want to view and click  **View Selected Reports** to view multiple reports at the same time.

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