For Orthopedics Providers: Tips for Back Office Imaging Efficiency

- For greater efficiency, you can result back office imaging studies directly within an encounter (instead of from the **Reading Work List**):
    - After the study has been performed, navigate to the **Plan** activity > **Study Review** section of the encounter
    - Click the **Result** button that displays next to the desired study. The **Study Review** tabs display

    - If you're using a dedicated PACS reading workstation, the image also displays
    - If you're using a regular workstation, click the **PACS Images** link within the **Study Background** tab. You'll be directed to PACS Web and can select the study to view the image
    - Document your impression on the **Result** tab and click **Sign** when you're finished
    - After signing the study, you're directed back to the **Study Review** activity within the patient's chart. You can edit or view the result from here or continue with your documentation
- **REMINDER:** To pull this imaging report into your note, use the **.imgboithisvisit** SmartLink or use the **Ortho Visit Progress Note NoteWriter Template**, which already includes this **SmartLink**
- View the Orthopedics Back Office Imaging tip sheet for a detailed overview of the complete back office imaging workflow

Use the "Miscellaneous Referral Test" Order When You Can't Find the Lab You're Looking For

- If a lab order you need isn't available, use the **Miscellaneous referral test** order:
    - Search for "miscel" or "misc test"
    - This order is located on the **Facility List** tab

- If this is an order you frequently place, contact the IT Help Desk to request that it be added in Epic
- In the meantime, add the **Miscellaneous referral test** order to your **Preference List** for quick access

Communication Management: Verifying Communication Preferences and Sending Letters

- To send a letter to a colleague, navigate to the **Wrap-Up** activity > **Communication Management** section and click **New Communication**
- Select the desired recipient, either by clicking one of the recipient buttons or entering part of the name in the **Search all contacts** field and click **Add**
- Take note of the provider's default communication method, identified by the icon that displays next to the recipient's name. To edit this communication method, click on the recipient's name and select another method on file in Epic or click **Edit** to manually enter a recipient's information

**IMPORTANT NOTE: Verify the recipient's default communication method to ensure the message is received:**

- If the provider is using Epic, the **In Basket** will be the default communication method
- Please be aware that if you're communicating with a private (non-SPG/PCG) provider with admitting privileges at HMH or an SPG provider that is not yet live on Epic in their clinic, you should change this default communication method from **In Basket** to fax or mail to ensure your messages are received
- If you don't change this default, the message will route to the provider's **In Basket** and will likely be missed, since private providers and SPG providers not yet live on Epic ambulatory only review their **In Basket** in the inpatient setting

Preparing/Sending a Letter

- Select a desired letter template or click the **Other** button to search for a letter
- If you can't find a letter that meets your specific needs, click the **Blank** button
- Edit the letter, removing and adding text as needed
- To bring in your note, enter the **.progressnotes** SmartLink
- When you're finished, click **Send Now** or **Send upon Closing Encounter**. The letter will be routed based on the communication method identified. If sending by mail, the letter will print for you to send

Routing an Encounter Report to a Referring Provider

- If you'd like to share a progress note or other relevant information with a referring provider before or after a visit, you can conveniently route them an encounter report, which includes the note, orders placed, visit diagnoses and other details. Here's how:
  - o Access the patient's chart and go to **Chart Review > Encounters** tab. Select the desired encounter and click **Route** from the activity toolbar
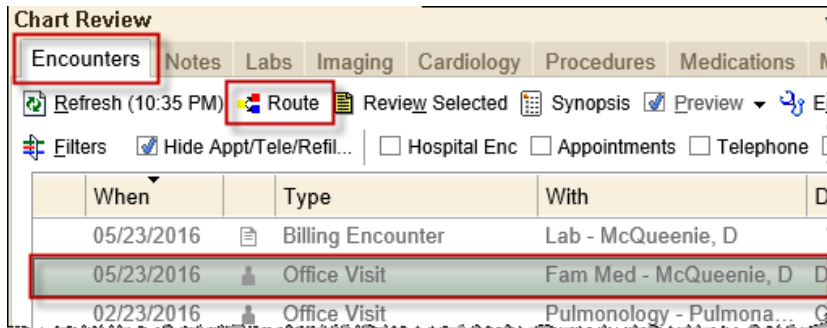
  - o Within the **Routing** window, enter the desired **Recipients**. To search for a provider, enter part of the name in the **Search all contacts** field and click **Add**. In the **Cover Page Message** box, enter a note to the provider. Notice the **SmartTools** toolbar displays to help speed up your documentation. If you'll be doing this frequently, you can create a custom **SmartPhrase** for convenience
  - o Click **Send**. Epic will route the report and cover letter based on the settings on file for the provider. If the provider is on Epic, the information will be routed to the **In Basket**; if the provider isn't on Epic, the information will be routed via fax; if a fax number isn't listed, the report will print out so you can fax it manually

- The entire Surescripts provider directory is loaded in Epic, but if you can't locate the desired provider, contact the IT Help Desk and request the provider be added to our database

Quickly Access Recent Imaging Studies

- To quickly access a recent imaging study that no longer displays on your **Reading Work List**, click the **Epic** button and select **Radiology** > **Study Images**
- Click the **Recent** tab and select the desired study. Click **Accept**
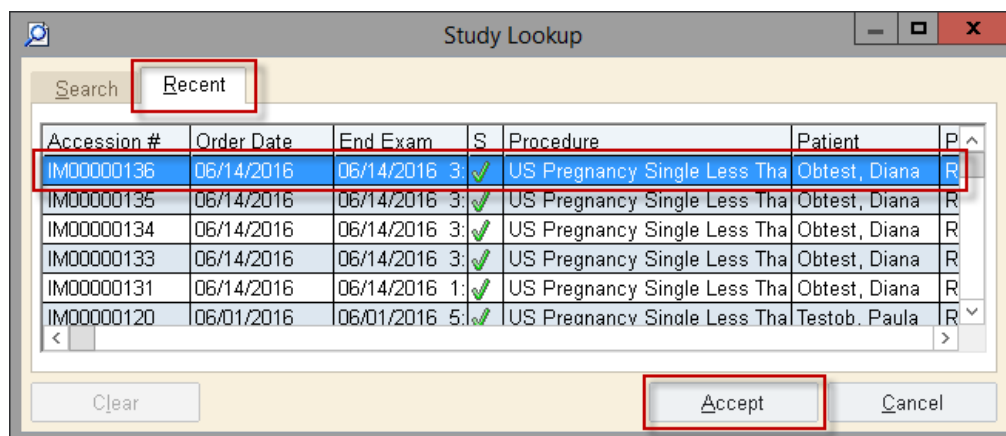
Need Help Managing Your In Basket? Grant Your Clinical Staff Access

- If you'd like your clinical staff to assist in managing your **In Basket**, give them access by following these steps:
  - From the **In Basket** activity toolbar, click **Attach** > select the **2 Grant Access** tab > enter the clinical support staff member's name and click **Accept**
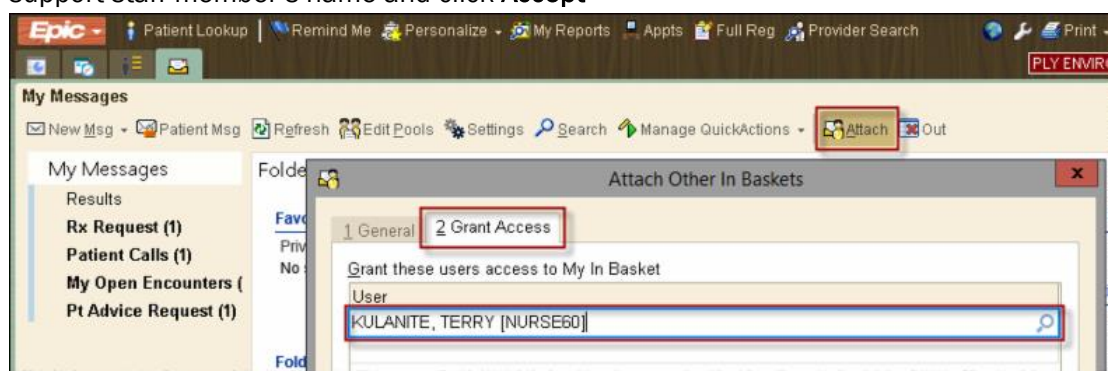
  - After you grant access to your **In Basket**, your staff must then **Attach** to it
  - View the [Attaching an In Basket tip sheet](#) for details

Questions?

- Ask your onsite ATE support
- Contact the IT Help Desk Physician's Line at 832.667.5555, option 1