

Outgoing Referral Process

Overview

It is required to send a Continuity of Care Document (CCD) electronically whenever technically possible. Meaningful use thresholds require this for at least 50% of all external referrals transmitted.

Referral Definitions

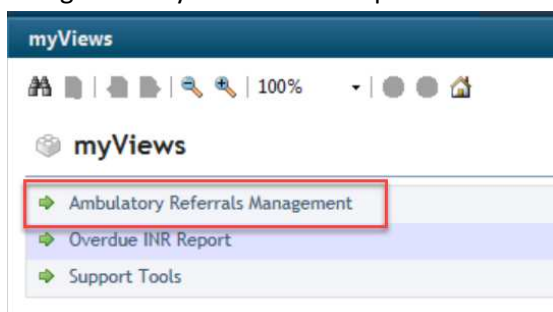
External Referral – A referral sent to a provider outside Munson hosted Cerner Ambulatory Solution. This is a transition of care requiring a continuity of care document (CCD) be transmitted to the receiving provider/practice. These referrals should be sent via Provider letter using direct trust email when available.

Internal Referral – A referral routed to a provider inside the Munson hosted Cerner Ambulatory Solution. These are to providers who already have access to the patient’s chart and therefore do not require a CCD because the patient chart is shared across the health system.

Transmitting Referral Information using Provider Letters

Provider Letter allows staff to create a letter to another provider that can be sent to their secure email, message center inbox, faxed or mailed. While creating the letter, documents, flowsheet results, and Transition of Care Summaries can be added. This is the preferred workflow for External Referrals.

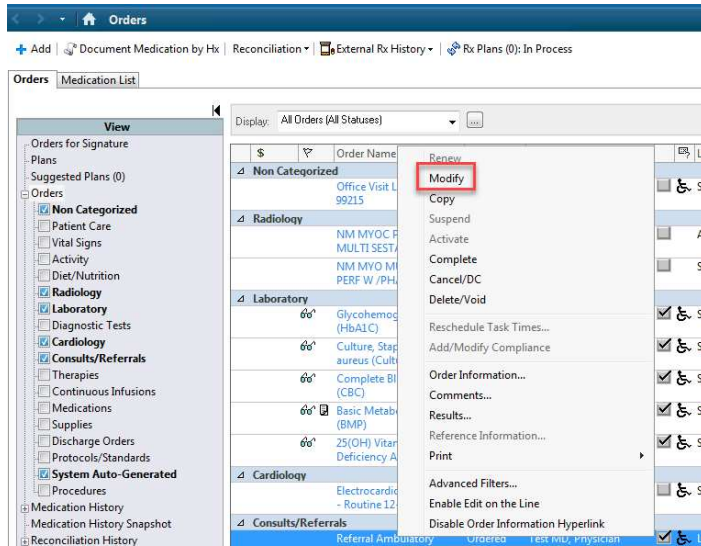
1. Navigate to myViews on the top tool bar and select Ambulatory Referrals Management



2. Select your location, or multiple by holding down the ctrl key.
3. Locate the patient with a new referral and click on the “Referral Ambulatory” order.

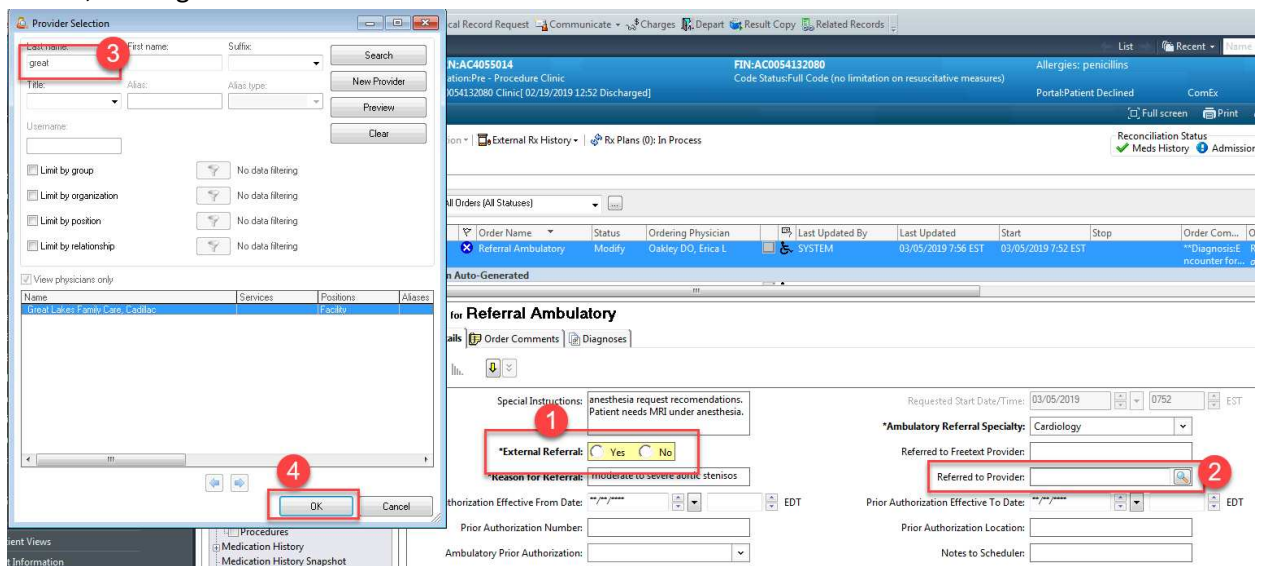
Name	MRN	FIN	Location	Referral
JAMES A	4070676	54230830	Pre - Procedure Clinic	Referral Ambulatory 04/23/19 13:13:00 EDT, Cardiology for it please. Please provide pre op Consult for lef...

4. Right Click on the Referral Ambulatory order and select modify.



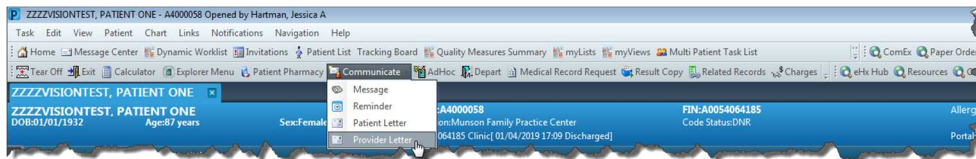
The screenshot shows the Cerner Orders application. The 'Orders' tab is selected, and the 'Medication List' is visible. A right-click context menu is open over the 'Referral Ambulatory' order, with the 'Modify' option highlighted. The menu also includes options like 'Renew', 'Copy', 'Suspend', 'Activate', 'Complete', 'Cancel/DC', 'Delete/Void', 'Reschedule Task Times...', 'Add/Modify Compliance', 'Order Information...', 'Comments...', 'Results...', 'Reference Information...', 'Print', 'Advanced Filters...', 'Enable Edit on the Line', and 'Disable Order Information Hyperlink'.

5. Enter the ordering provider and select Per Protocol/Policy/Existing Order.
6. On the order details screen: (1) Select the Yes for external referral, (2) click on the magnifying glass in the referred to provider field (3) Spell out the name of the facility you are searching for, **do not use acronyms. Example (GLOC- Great Lakes Orthopaedics)** (4) Select OK. On the next screen, click sign.

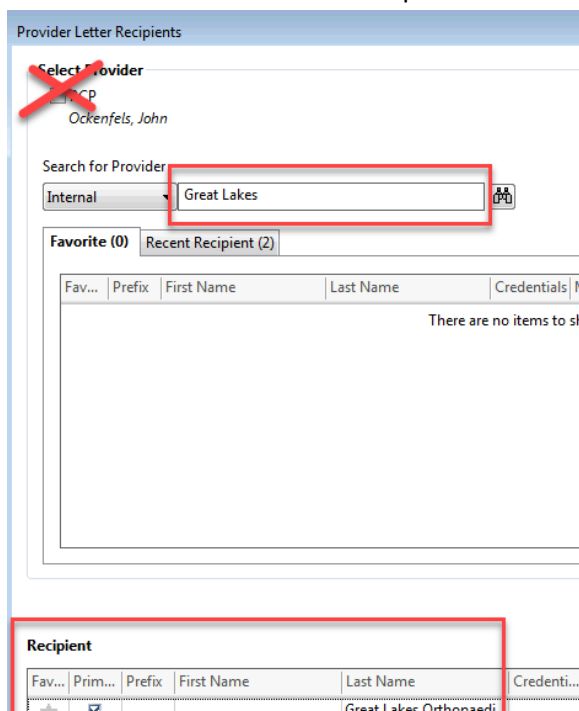


The screenshot shows two screens from the Cerner Ambulatory interface. The left screen is the 'Provider Selection' dialog, where the search term 'great' is entered, and the 'OK' button is highlighted. The right screen is the 'Order Details' for a 'Referral Ambulatory' order. The 'External Referral' checkbox is checked (Yes), and the 'Referred to Provider' field is highlighted. The 'Reason for Referral' is 'moderate to severe aortic stenosis'. The 'Special Instructions' field contains 'anesthesia request recommendations. Patient needs MRI under anesthesia.' The 'Referred to Provider' field is empty, and the 'Referred to Facility' field is highlighted.

7. Go to Communicate on the top toolbar and use the dropdown to select **Provider Letter**. The Create Letter dialog box is displayed.



8. The Provider Letter Recipients dialog box is displayed.
9. Search for the **facility** to which you want to send the referral. If you do not find the facility, search for a provider and select from the Provider list. The facility or provider is added to the Recipient list. You can save a facility or provider as a favorite by clicking on the star icon. **X** Do not use the check boxes at the top of the window.



10. The "mode" of transmission defaults to:
 - a. Non-Munson secure email.
 - b. "Inbox" if the provider actively uses Message Center.
 - c. "Fax" if the provider has neither inbox or secure email

Note: you can change to mail if you must print and send in the mail.

Recipient

Fav...	Prim...	Prefix	First Name	Last Name	Credenti...	Mode	Details	Del...
★	<input checked="" type="checkbox"/>	MD	Brian	Jaffe		Inbox		×
★	<input type="checkbox"/>	MD	Ahmet	Sevimli		Secure E...	Ahmet.Sevimli@meg.eclinicaldirectplus.com	×
★	<input type="checkbox"/>	MD	Nancy	Reye		Secure E...	nancyrey@clhcmi.allscriptsdirect.net	×

Important: If the secure email is "allscripts" please change the mode of transmission to Fax. Allscripts offices receive many faxes and they often fail. You may have to print and send in the mail if this continues to happen.

+ Add Freetext Recipient

Recipient

Fav...	Prim...	Prefix	First Name	Last Name	Credenti...	Mode	Details	Del...
★	<input checked="" type="checkbox"/>	MD	Brian	Jaffe		Inbox		×
★	<input type="checkbox"/>	MD	Ahmet	Sevimli		Secure E...	Ahmet.Sevimli@meg.eclinicaldirectplus.com	×
★	<input type="checkbox"/>	MD	Nancy	Reye		Secure E...	nancyrey@clhcmi.allscriptsdirect.net	×

Other Actions

☐ Forward for Print To: Lopez-Wild, Dianne M ×

Comments:

(Limit 255)

***Not Printed On Letter**

OK
Cancel

11. Click **OK**. The Create Letter dialog box is displayed.
12. From the Subject drop down, select referral request.
13. Select **Transition of Care** to generate a Transition of Care summary (CCD).

Recipient: Great Lakes Orthopaedic Center ×

Subject: Referral Request

Save As: Provider Letter

☐ Transition of Care

Browse Documents

Arial 12 B U I S [Icons]

This patient is referred for _____.

A copy of the most recent office note is attached.

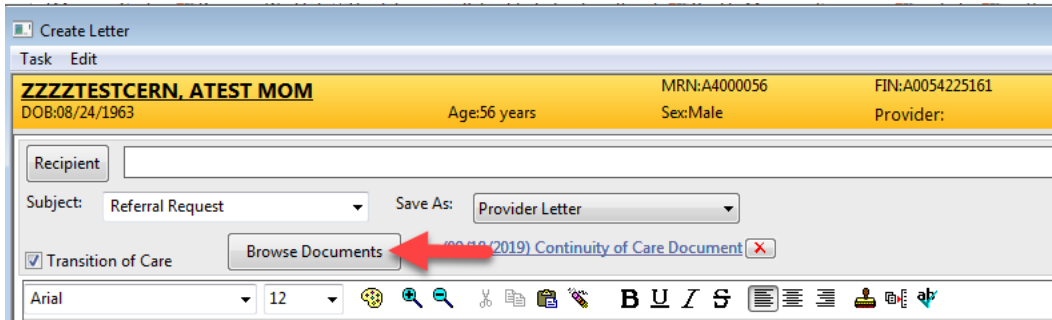
____ All pertinent laboratory and diagnostic studies are present in Powerchart.

____ All pertinent laboratory and diagnostic studies are attached.

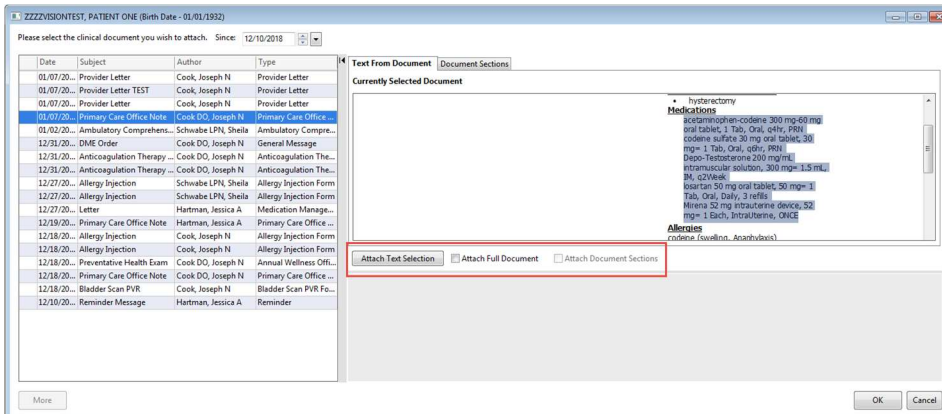
Please let me know if you need any additional information.

Thank you for your assistance.

14. To add a document, click **Browse Documents**



15. Select a document, select **Attach Full Document** and then click **OK**. The document is added to the provider letter. **NOTE:** You may have to change the date range as it defaults to the last 30 days.



Date	Subject	Author	Type
01/07/20...	Provider Letter	Cook, Joseph N	Provider Letter
01/07/20...	Provider Letter TEST	Cook, Joseph N	Provider Letter
01/07/20...	Provider Letter	Cook, Joseph N	Provider Letter
01/07/20...	Primary Care Office Note	Cook DO, Joseph N	Primary Care Office...
01/02/20...	Ambulatory Comprehens...	Schwabe LPN, Sheila	Ambulatory Compre...
12/31/20...	DAIE Order	Cook DO, Joseph N	General Message
12/31/20...	Anticoagulation Therapy...	Cook DO, Joseph N	Anticoagulation The...
12/27/20...	Allergy Injection	Schwabe LPN, Sheila	Allergy Injection Form
12/27/20...	Letter	Hartman, Jessica A	Medication Manage...
12/18/20...	Primary Care Office Note	Hartman, Jessica A	Primary Care Office ...
12/18/20...	Allergy Injection	Cook, Joseph N	Allergy Injection Form
12/18/20...	Allergy Injection	Cook, Joseph N	Allergy Injection Form
12/18/20...	Preventative Health Exam	Cook DO, Joseph N	Annual Wellness Off...
12/18/20...	Primary Care Office Note	Cook DO, Joseph N	Primary Care Office ...
12/18/20...	Bladder Scan PVR	Cook, Joseph N	Bladder Scan PVR Fo...
12/18/20...	Reminder Message	Hartman, Jessica A	Reminder

Text From Document | Document Sections

Currently Selected Document

hysterectomy

Medications

acetaminophen-codene 300 mg-60 mg
oral tablet, 1 Tab, Oral, cdyr, PRN

codene sulfate 30 mg oral tablet, 30
mg= 1 Tab, Oral, cdyr, PRN

Dopa-Tostosterone 200 mg/ml
intramuscular solution, 300 mg= 1.5 ml

IN, q2Week

loartan 50 mg oral tablet, 50 mg= 1
Tab, Oral, Daily, 3 refills

Mirena 52 mg intrauterine device, 52
mg= 1 Each, Intrauterine, ONCE

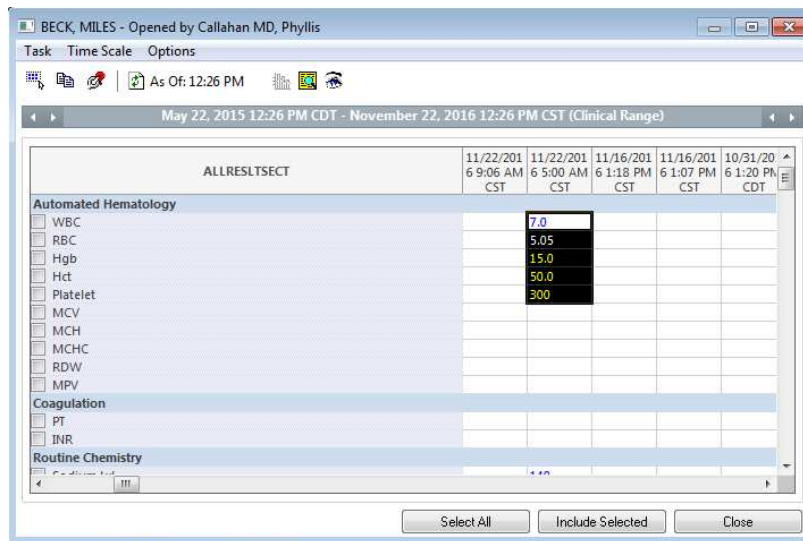
Allergies

no known (allergen... Anaphylaxis)

Attach Text Selection ☐ Attach Full Document ☒ Attach Document Sections ☐

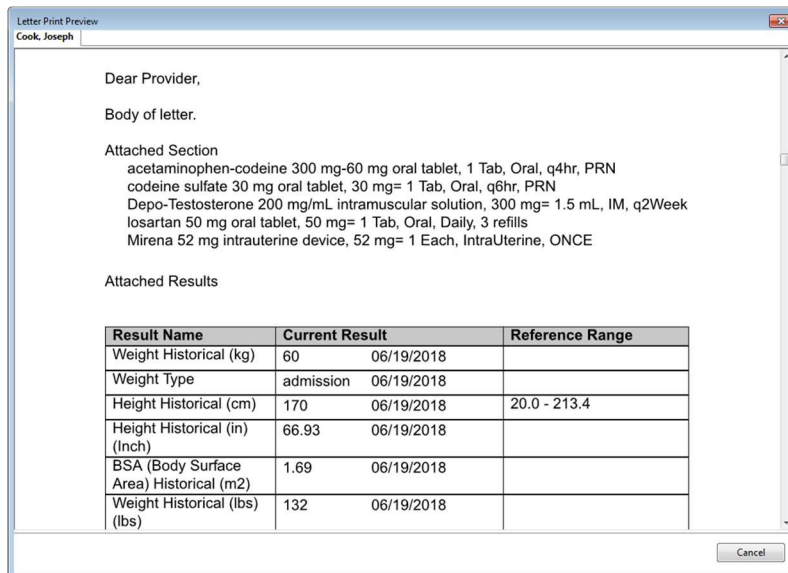
OK Cancel

16. To add a patient result, click **Add Results**, click **Select All** to select all results or select a specific result and click **Include Selected**. The results are added to the Results list.



ALLRESULTSECT	11/22/2016 9:06 AM CST	11/22/2016 5:00 AM CST	11/16/2016 1:18 PM CST	11/16/2016 1:07 PM CST	10/31/2016 1:20 PM CDT
Automated Hematology					
WBC	7.0				
RBC	5.05				
Hgb	15.0				
Hct	50.0				
Platelet	300				
MCV					
MCH					
MCHC					
RDW					
MPV					
Coagulation					
PT					
INR					
Routine Chemistry					

17. Select **Preview** to preview the Provider Letter or click **OK** to send the provider letter.



Letter Print Preview
Cook, Joseph

Dear Provider,

Body of letter.

Attached Section

acetaminophen-codeine 300 mg-60 mg oral tablet, 1 Tab, Oral, q4hr, PRN
codeine sulfate 30 mg oral tablet, 30 mg= 1 Tab, Oral, q6hr, PRN
Depo-Testosterone 200 mg/mL intramuscular solution, 300 mg= 1.5 mL, IM, q2Week
losartan 50 mg oral tablet, 50 mg= 1 Tab, Oral, Daily, 3 refills
Mirena 52 mg intrauterine device, 52 mg= 1 Each, IntraUterine, ONCE

Attached Results

Result Name	Current Result	Reference Range
Weight Historical (kg)	60 06/19/2018	
Weight Type	admission 06/19/2018	
Height Historical (cm)	170 06/19/2018	20.0 - 213.4
Height Historical (in) (Inch)	66.93 06/19/2018	
BSA (Body Surface Area) Historical (m2)	1.69 06/19/2018	
Weight Historical (lbs) (lbs)	132 06/19/2018	

Cancel