

Ambulatory Referral: Telehealth

SBAR

Situation

Through the recent pandemic with COVID19, the need for the ability to hold virtual visits has become a priority for patients and providers in order to stop the spread and safely social distance.

Background

For both COVID19 positive and negative patients, referrals are ordered throughout the organization and performed via in person, phone or e-consults.

Assessment

Currently telehealth video visits are utilized in many ambulatory clinics throughout YNHHS and YM to allow providers to remotely provide care to their patients. However when ordering a referral, the option to request a video visit is not available.

Recommendation

On Tuesday, August 18th, providers will have the ability to request either in person or video visit when placing a referral order in Epic for all Ambulatory referrals. The order will default to the value of "Either office or telehealth visit".

Order

Using the referral order the ordering provider will request the most appropriate referral modality.

The screenshot shows the Epic interface for an ambulatory referral to Cardiology. The title bar reads "Ambulatory referral to Cardiology" with "Accept" and "Cancel" buttons. The form includes a "Clinical Reason for Referral" field, a "Requesting" section with radio buttons for "Office visit", "Telehealth visit", and "Either office or telehealth visit", a "Class" dropdown set to "Internal Ref", and a "Referral" section with fields for "To provider", "To dept", "Reason" (with "Specialty Services Required" selected), and "Priority" (with "Routine" selected). A "Comments" field is at the bottom with a rich text editor toolbar.

Notes

Utilize the `.visitype smartphrase` to document what type of visit was performed.

Referral WQ:

Requested:	1	Authorized:	1
Scheduled:		Completed:	
Referring Location:	YM 800 HOWARD AVE	Referred to Location:	
Referring Department:	YM INTERNAL MEDICINE ASSOCIATES	Referred To Department:	YNH HVC OP NORTH HAVEN
Referring Provider:	GRAUER, JONATHAN N	Referred To Provider:	
Order Information			
Order #:	29261952	Procedure:	AMB REFERRAL TO CARDIOVASCULAR DISEASE
Order Date:	8/12/2020	Proc Category:	Outpatient Referral Orderables
Priority:	Routine	Status:	Sent
Class:	Internal Referral	Ordering User:	Pugliese, Andrew
Auth Provider:	GRAUER, JONATHAN N	Enc Provider:	Grauer, Jonathan N, MD
Diagnosis:	Hypertension, unspecified type	Department:	Ym Internal Medicine Associates
Sched Instruct:			
Comment:			
Order Specific Questions			
Question	Answer	Comment	
Clinical Reason for Referral	HTN		
Requesting	Either office or telehealth visit		
Referral Notes			
Appointment Information			
Name:	Zzzbeacon, Bretthree	MRN:	MR9018533