

Referrals at NYC Health + Hospitals

CHCANYS Interoperability Workshop

January 29, 2020



Strengthening partnerships with our community providers to best serve our patients

Provider Relations

- Provide dedicated account management for referring community providers

Technology

- Leverage new referrals platform, EpicCare Link, to better enable referral pathway and close the loop

Referral Operations

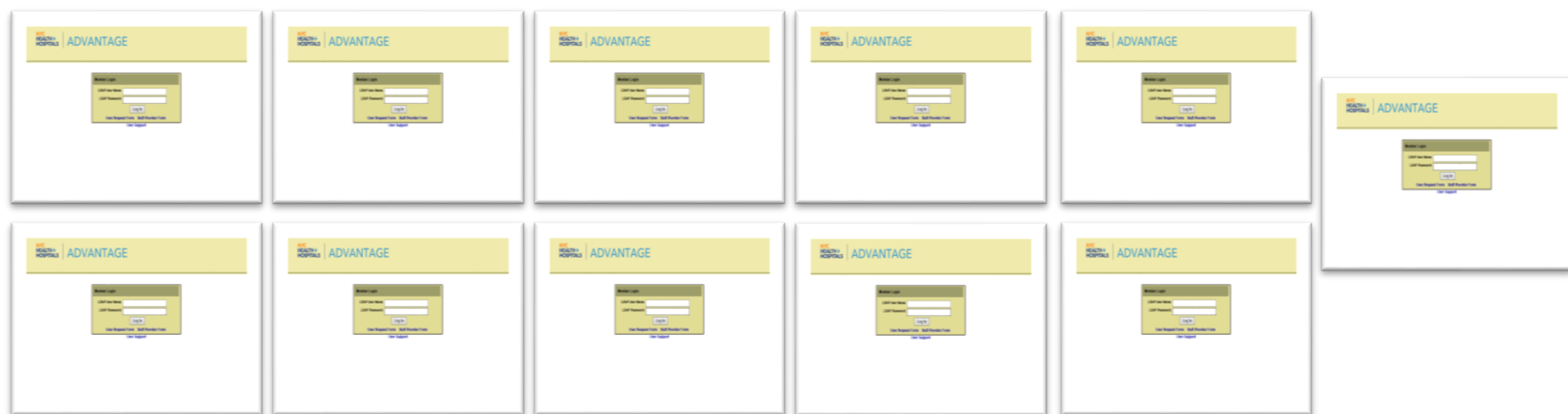
- Strengthen incoming referral management at the facility level

New one-stop-shop for community providers

- For first time in recent memory, H+H is launching a Provider Relations office to provide dedicated customer service and account management for referring community providers.
- Bregtje Hartendorf, Director of Provider Relations, comes to us after 8+ years of experience leading the referral center at Weill Cornell.
- Team of Assistant Directors will be deployed by borough to partner with community providers to ensure that we are best meeting your needs and the needs of your patients.

Previous referrals platform did not meet your needs

- Standalone referral platform not connected to EMR
 - Have my patients' appointment been scheduled?
 - Have my patients been seen?
 - What are the results?
- Different log-in needed for each different H+H site



New platform to streamline the referrals pathway

- NYC Health + Hospitals has transitioned to EpicCare Link as our primary platform for referrals from community providers.
- EpicCare Link is a web-based platform that provides real-time access to patient information so that community providers can access their patients' clinical data, refer their patients to our sites for services, and communicate with our staff and providers.
- Meeting community demand – 3,500 referrals per month and growing!
 - Top specialty consults: Gastroenterology; Gynecology; Neurology
 - Top order types: Imaging; OB ultrasound

“EpicCare Link has allowed us to partner with NYC Health + Hospitals in a new way to better serve our patients. Now, we can place our referrals to various H+H sites, access our patients’ charts and results, and communicate with H+H staff and providers—all on one platform. It’s a big upgrade over HHC Advantage—you can’t even compare the two!”

– Patient Referral Supervisor, Community Healthcare Network

EpicCare Link

Send and receive secure patient messages, notifications, and upload documents

The screenshot shows the EpicCare Link interface for NYC Health+Hospitals. The top navigation bar includes Home, In Basket, Patient List, Referral Search, Upcoming Appts - My..., Patient, and Manage My Clinic. On the right, there are Menu and Log Out options, along with the Epic logo. The main content area is titled "Welcome to NYCH+H EpicCare Link".

Key features and callouts:

- In Basket:** Send and receive secure patient messages, notifications, and upload documents.
- Select Patient:** Review a patient's chart including notes and results.
- Open Chart Review:** Review a patient's chart including notes and results.
- Place Order:** Place referrals and imaging orders directly into the system.
- Manage My Clinic:** Place referrals and imaging orders directly into the system.
- Event Monitor:** Manage patient notifications, admissions, results, scheduling updates, etc. It shows 2 Inpatient Notifications and 6 Outpatient Notifications.
- Quick Links:** A list of helpful links including "Intro to EpicCare Link", "Navigating the Patient Chart", "Placing Orders", "Using the InBasket", "User Quick Start Guide", and "Frequently Asked Questions".

Check status of all referrals placed by site

Monitor Referrals

Referral Search

[Edit search criteria](#)

Loaded 29 referrals.

Referral ID	Patient Name	Status	Sched Status	Referred by Provider	Referred by Location	Referred to Provider	Referred to Department	Created	Expires
31029	Abc, Apple	Pending Review	Incoming - Pending CHN Review Before Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		KC NEPHROLOGY	11/13/2019	5/13/2020
31028	Purple, Rain "Purple"	Canceled	Do Not Schedule	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF			11/15/2019	5/13/2020
31027	Purple, Rain "Purple"	Canceled	Do Not Schedule	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		KC DERMATOLOGY PEDS	11/15/2019	5/13/2020
31018	Purple, Rain "Purple"	Canceled	Do Not Schedule	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		KC DERMATOLOGY	11/14/2019	5/12/2020
30973	Purple, Rain "Purple"	Pending Review	Incoming - Pending CHN Review Before Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		BE ALLERGY AND IMMUNO	11/7/2019	5/5/2020
30922	Gsixrndtwo, Therapone	Pending Review	All Visits Complete	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF			10/31/2019	4/28/2020
30921	Gsixrndtwo, Therapone	Pending Review	Ready for Initial Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		KC ORTHOPEDICS	10/31/2019	4/28/2020
30915	Gsixregone, Therapone	Pending Review	All Visits Complete	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF			10/30/2019	4/27/2020
30914	Gsixregone, Therapone	Authorized	All Visits Complete	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		JA ORTHOPEDICS	10/30/2019	4/27/2020
30881	Purple, Rain "Purple"	Pending Review	Incoming - Pending CHN Review Before Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		JA ORTHOPEDICS	10/23/2019	4/20/2020
30880	Purple, Rain "Purple"	Pending Review	Incoming - Pending CHN Review Before Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF			10/23/2019	4/20/2020
30879	Purple, Rain "Purple"	Canceled	Do Not Schedule	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF			10/23/2019	4/20/2020
30627	Purple, Rain "Purple"	Authorized	Incoming - Pending CHN Review Before Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF		BE ALLERGY AND IMMUNO	10/1/2019	3/29/2020
30626	Purple, Rain "Purple"	Pending Review	Incoming - Pending CHN Review Before Scheduling	EPICCCARE LINK, PHYSICIAN [E1000011]	LINK COMM REF			10/1/2019	3/29/2020

Place Orders

Order Entry ▶ Edit Order



AMB REFERRAL TO PSYCHIATRY / BEHAVIORAL HEALTH ADULT CLINIC

Referral: Priority: Routine

Reason: Specialty Se...

To dept:

To dept spec:

To provider:

By provider:

Comment:

Dx association: **Recent**

<input checked="" type="checkbox"/>	MAJOR DEPRESSION, RECURRENT, CHRONIC (HCC)	F33.9
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Add a new diagnosis:

Attach files:

10.0 MB total allowed

Allowed file types: JPEG, WAV, MPG, PDF, DOC, TIFF, TIF, JPG, TXT

Make referrals for a wide range of services

Upload supporting documentation in one step.

Review Clinical Documentation

Review clinical documentation such as: notes, surgical reports, medications, etc.

Filter notes by author type (physician) and note type (discharge summaries, progress notes, etc.)

Review and print multiple notes at once

Chart Review - Loaded:30

Encounters | **Notes** | Labs | Microbiology | Imaging | Problem List | Medications | Histories

Start Review | Refresh | Filters | Hide Add'l Notes

<input type="checkbox"/>	Date of Service	Type	Provider Specialty	Author	Author Type	Service	Status	Creation Date	Encounter Type	Encounter Date	CS
<input type="checkbox"/>	12/05/2019 09:29	Progress Notes		Registered Nurse Go Ambulatory, RN	Registered Nurse		Sign at close encounter	12/05/2019 12:26	Social Work	12/05/2019	13
<input type="checkbox"/>	12/03/2019 09:00	Progress Notes		Patient Care Associate Go Ambulatory	Patient Care Associate		Signed	12/03/2019 12:05	Office Visit	12/03/2019	13
<input type="checkbox"/>	11/25/2019 10:30	Progress Notes	Family Medicine	Physician Go Family Medicine, MD	Physician		Signed	12/02/2019 10:23	Clinical Support	11/25/2019	13
<input type="checkbox"/>	11/25/2019 13:45	Telephone Encounter	Social Work	Social Nt Go Worker, LMSW	Social Worker		Signed	11/25/2019 13:48	Telephone	11/25/2019	13
<input type="checkbox"/>	11/25/2019 10:45	Progress Notes	Social Work	Social Nt Go Worker, LMSW	Social Worker		Cosign Needed	11/25/2019 11:09	Case Management	11/25/2019	13
<input type="checkbox"/>	11/25/2019 10:45	Progress Notes	Social Work	Social Nt Go Worker, LMSW	Social Worker		Sign at close encounter	11/25/2019 10:58	Case Management	11/25/2019	13
<input type="checkbox"/>	11/25/2019 10:22	Progress Notes	Social Work	Social Nt Go Worker, LMSW	Social Worker		Signed	11/25/2019 10:23	Case Management	11/25/2019	13
<input type="checkbox"/>	11/07/2019 16:00	Addendum Note		Inpatient Go Phlebotomist	Technician		Signed	11/22/2019 11:58	Office Visit	11/07/2019	13
<input type="checkbox"/>	11/07/2019 16:00	Progress Notes	Family Medicine	Physician Go Family Medicine,	Physician		Signed	11/22/2019 11:51	Office Visit	11/07/2019	13

Upload document | Change patient

(Load 30 more) (Load all)

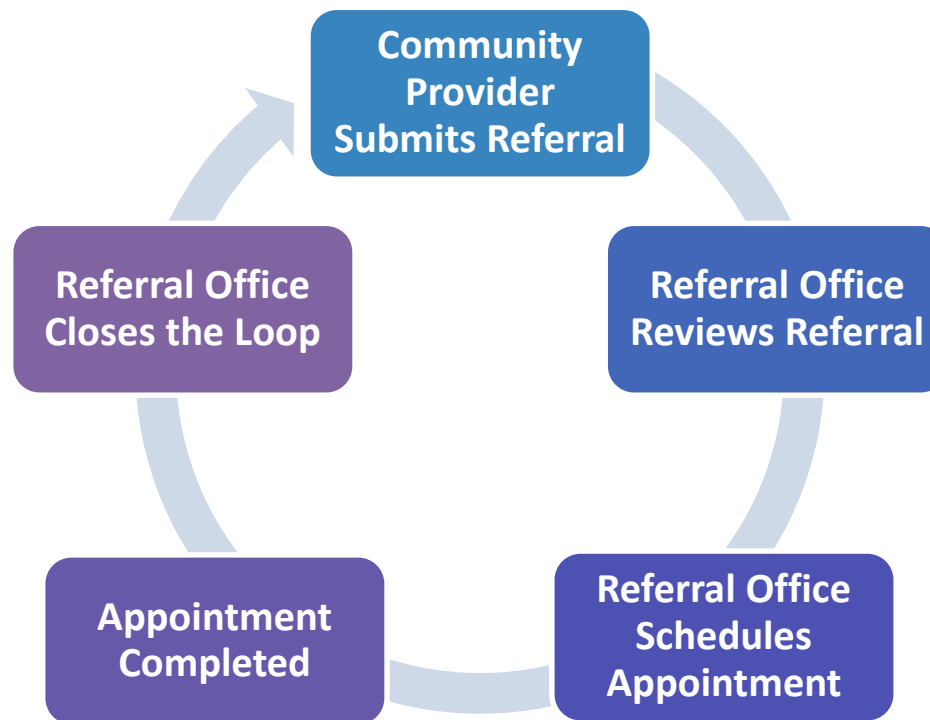
Getting Started

- Any New York State licensed community physician and delegated support staff who refers to H+H can sign up for an account. Providers do not need to be credentialed by H+H.
- Users can access EpicCare Link through their web browser using the following URL: <https://epiccarelink.nychhc.org>.
 - New users may visit the site and click on “Request New Account.”
 - Users are provided with a unique ID and password that works when referring to all NYC Health + Hospitals sites.
- ***No software to install. Epic access is not necessary.***

Training

- To support our partners in this transition, H+H has launched a new, time-limited training program.
- Epic-Certified trainers are available to travel on-site to practices to onboard and train providers and staff.
- Trainers have already provided on-site trainings for over 200 practices across New York City.
- To arrange for a training, please contact Sonya Bernstein at Sonya.Bernstein@nychhc.org.

Strengthening referral management



We want your feedback!

- Take our survey to help us better understand your experience referring your patients to H+H: <https://www.surveymonkey.com/r/N7C8G6P>
 - Has EpicCare Link improved the process for you?
 - What are your needs in terms of access to specialty services?
 - What feedback do you have about the referrals process?
 - How can we partner to best serve our patients?

Questions?

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