



## Referral to BIDMC ED or Urgent Care by PCP or Specialist

In some cases, the patient's Primary Care Physician or Specialist will refer the patient to the ED or Urgent Care. There are two methods to refer patients to ED or Urgent Care based on a provider's Epic access. Their access level determines the method used to refer the patient to the ED or Urgent Care. Epic providers with full Epic access will use the ED Referral Note to refer patients.

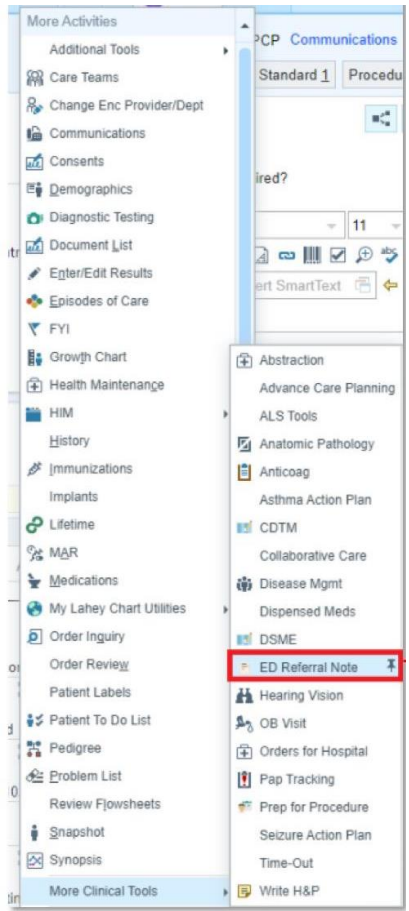
Epic Care Link providers who have managed access to Epic will place the Outside Provider Referral Order to refer patients to the ED or Urgent Care.

Based on the two methods above, there is one referral report that will be visible to ED providers, within Epic, regardless of which ED or UCC the patient arrives at. This report will appear for 72 hours after submission.

### Epic Provider ED Referral

If the provider has full epic access, they will use the **ED Referral Note** to refer the patient to Urgent Care or the ED. To access the referral, note from within the visit:

1. The provider will navigate to the **More Activities** menu, **More Clinical Tools**, select **ED Referral Note**.



2. The provider will update the **Emergency Department Call-in** Information in the note.

My Note

Note Details

Date of Service: 5/14/2024 12:08 AM Service: Emergency ...

Cosign Required?

Insert SmartText

**Emergency Department Call-in**

05/14/24 12:08 AM

<b>Patient Name:</b>	Attestation Another
<b>Person Calling In:</b>	Larry Nathanson, MD

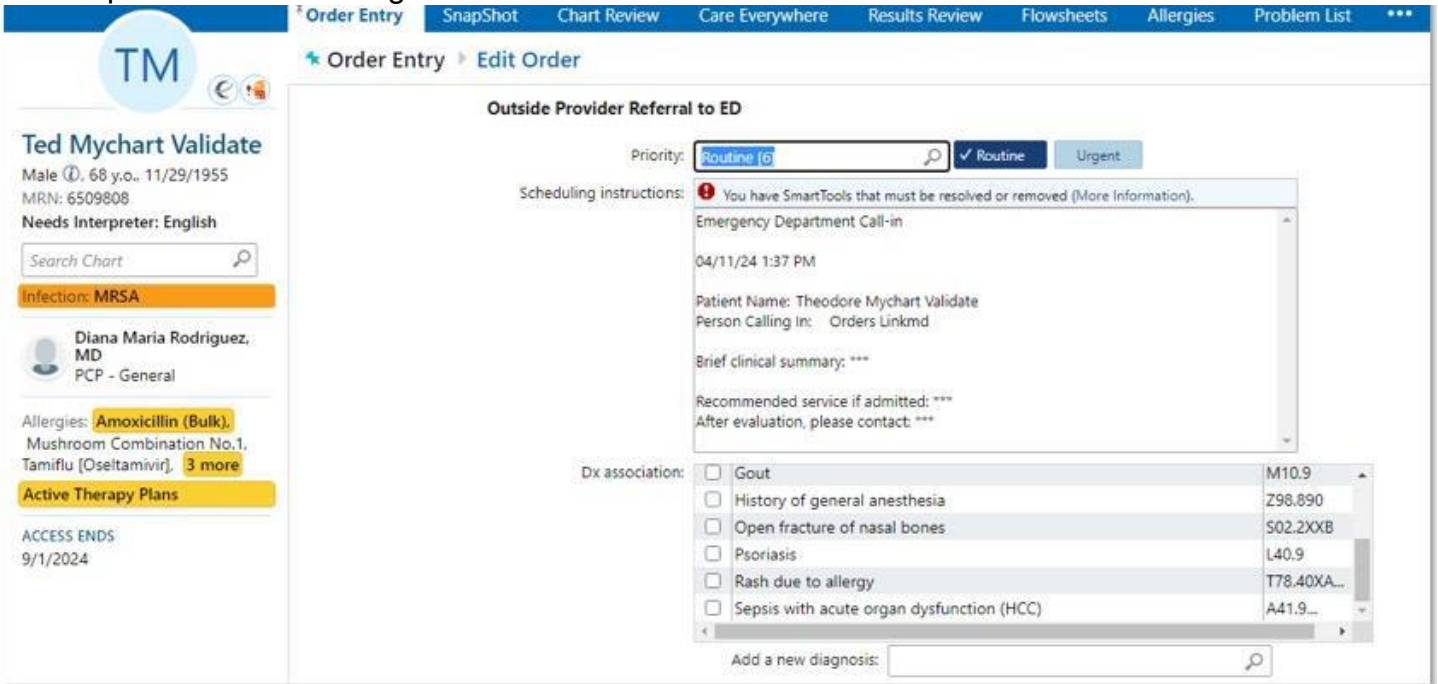
**Brief clinical summary:** \*\*\*

**Recommended service if admitted:** \*\*\*

**After evaluation, please contact:** \*\*\*

# Epic CareLink Provider ED Referral

If a referring provider uses EpicCare link, they will place the **Outside Provider Referral to ED order** to refer patients to ED or Urgent Cares.



Providers who do not have access to either method should call the BIDMC Transfer Center at 617-754-2759 for assistance.

## Referral Information Report for ED Staff

Both the ED Referral Note and Outside Provider Referral to ED order will contain a template that appears similar to the ED Dashboard/Symphony call-in program.

The ED physicians and nurses will see a report that contains the contents of both the note and order. A reminder will appear at the top of the **Workup** Tab where they can click to view the information. The report will be available for 72 hours after submission.

