How to submit a referral order

Patient Search

1. From the menu bar, select **Search** > **Patient**. The Patient Search page is displayed.
2. Enter patient information in the search filters. You must value at least one of the elements marked by an exclamation mark (!).
3. Select **Search**. Patients that meet your search criteria are displayed.
4. If the patient is not displayed, click **Create Patient**
5. Complete the Create Patient form and **Save**.

Create Order

1. From the patient's row on the Patient Search page, select **Actions > Create Order** OR after creating a patient, click **Create Order**.
2. From the Physician list, select the **ordering physician**.
3. From the Location list, select a **location** (to receive the order).
4. Select an order form – Referral Management or Radiology/Cardiology/Gastroenterology Order
5. Complete the referral information & submit the order.
6. Your submitted referral will now be in the **Orders Inbox**. From the menu bar, select **Orders** to open the Orders Inbox. Status will display as Submitted initially, then change to Ordered when it reaches the referral system.

Results Inbox

The Results Inbox is populated with real-time patient documents routed to your practice, for example, lab results, radiology reports, transcribed documents, admission and discharge notifications, cardiology reports, pathology reports, and emergency department notifications. In your Results Inbox, you can view, print, filter, sort, assign, unassign, make comments, and move results out of your inbox.

Note: If you do not see an expected result for a patient in the Results Inbox, perform a Patient Search on the patient, then view the patient's documents (select **Actions > Documents**). The system displays the document grid, which contains all documents your practice or facility received pertaining to the patient.

To open the Results Inbox, select **Results** from the menu bar. The Results Inbox opens.

View and Print One Result

Complete the following steps to view and print one document from the Results Inbox:

1. From the Results Inbox, select one of the following options and complete the steps to select a result:
   - **Check Box Option**
     1. Select the result's check box.
     2. Select **View And Print** to open the document viewer. The document is displayed.
   - **Actions Menu Option**
     1. Select **Open** from the result's Actions list to open the document viewer. The document is displayed.
2. Select **Print** on the document viewer toolbar.
3. Make your browser-specific print selections and print the result.
4. Select **Close** to close the document viewer and return to Results Inbox.
5. If you want to deselect the result, select its check box.

View and Print Multiple Results at One Time

Complete the following steps to view and print multiple documents at one time from the Results Inbox:

1. From the Results Inbox, select each result's check box.
2. If you want to select all results on a page, select the column heading check box.
3. Select **View And Print** to open the document viewer. The documents are displayed.
4. Select **Print** on the document viewer toolbar.
5. Make your browser-specific print selections and print the results. Page breaks occur between the results.
6. Select **Close** to close the document viewer and return to Results Inbox.
7. If you want to deselect specific results, select their check boxes.
8. If you want to deselect all results on a page, use the column heading check box.

View and Print Multiple Results at One Time Without Breaks

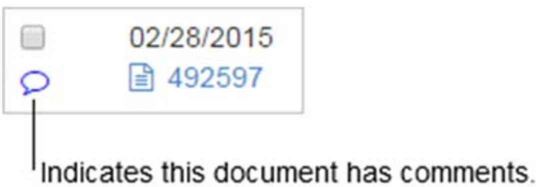
Complete the following steps to view and print multiple documents at one time without page breaks from the Results Inbox:

1. From the Results Inbox, select each result's check box.
2. If you want to select all results on a page, select the column heading check box.
3. Select **View And Print Without Breaks** to open the document viewer. The documents are displayed.

4. Select **Print** on the document viewer toolbar.
5. Make your browser-specific print selections and print the results. Page breaks do not occur between the results.
6. Select **Close** to close the document viewer and return to Results Inbox.
7. If you want to deselect specific results, select their check boxes.
8. If you want to deselect all results on a page, use the column heading check box.

View Result Comments

A comments icon below a result check box indicates comments are associated with the document.



Click the **comments** icon to open the Comments dialog box and view result comments. You can also enter result comments. Another way to view or add result comments is to select **Comments** from the Actions list to the right of the result row. Click **Close** to return to Results Inbox.

Add Comments to Results

A comments icon below a result check box indicates comments are associated with the document. Complete the following steps to add a comment to a result that does not have comments:

1. From the **Actions** dropdown on the right side of the result row, select **Comments**. The Comments dialog box opens.
2. Enter a comment in the **Add Comments** field. You are limited to 255 characters.
3. If you want to save the comment, click **OK**. The comment is saved. You return to the Results Inbox.
4. If you do not want to save the comment, click **Close**. You return to the Results Inbox.

Complete the following steps to add additional comments to a result:

1. Click the **comments** icon . The Comments dialog box opens.
2. Enter a **comment** in the Add Comments field. You are limited to 255 characters.
3. If you want to save the comment, click **OK**. The comment is saved. You return to the Results Inbox.
4. If you do not want to save the comment, click **Close**. You return to the Results Inbox.

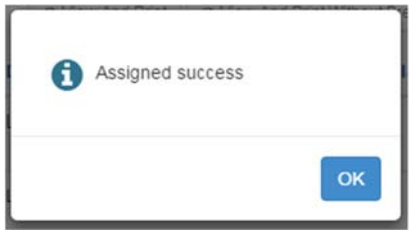
Assign Results Inbox Items to Users

To assign results to a *Provider Portal* user, click the check box next to each result, then click

the **Assign** button: 

The **Assign Item** window opens. Under **Select:** click in the box to open the list of users. Select a user then

click the **Assign To This User** button: 

An **Assigned success** window opens: 

Click OK. You return to the Results Inbox. Look in the **Assigned To** column to see the assignments you made.

Unassign Results Inbox Items

To unassign results, click the **check box** next to each result, then click the **Unassign** button: 

An **Unassign Selected success** window opens: 

Click OK. You are returned to your Results Inbox. Look in the **Assigned To** column to see that the names of the previously Assigned To users have been removed.

Move Results Out of Results Inbox (Archive)

To reduce the size of your Results Inbox, move results out. This can increase the speed of your Results Inbox searches. The documents that you move will still be available in the Patient Archive. **Note:** This action **does not delete** documents from the system. Two ways to archive results are:

- Option 1: Click the **check box** next to each result, then clickthe **Archive** button: 

- o The **Archive** window opens. Click OK to Archive the documents. The screen refreshes and the results are no longer in your Results Inbox. The results are still accessible via the Patient Archive.

- Option 2: Open the document(s) (see View and Print One Result or View and Print Multiple Results at One Time). The document viewer opens displaying the document(s).
    - o Click the **Archive and Close** button at the bottom of the document viewer: 

    - o The **Archive** window opens. Click OK to Archive the documents. The screen refreshes and the results are no longer in your Results Inbox. The results are still accessible via the Patient Archive

Secure Messaging

Messages may be sent through Secure Messaging, which acts like an email box. Search for a patient & then select New Message through the Actions button.

FAQs

Why do you need my personal cell number & carrier?

We require a secure login, which includes two-factor authentication. Providing your cell number & carrier allows the system to send you a verification code.

Which patients are in the Provider HUB?

You will only be able to find patients that you have an established relationship with – i.e. patients that you referred to UH.

How can I see if a patient has been in the hospital?

From the Dashboard, you should see ED visits, Inpatient and Observation admits, & Discharges.

I forgot my username/password.

Your username should be your email address. And you may use the Forgot Password link at the login page to reset your password.

Questions?

Please email questions to provider-hub@uhkc.org