



One Epic Physician to Physician Referrals – Mount Sinai Emergency Department ED BA Tip Sheet

The purpose of this document is to provide guidance on how Emergency Department BA staff can locate workqueues and successfully work physician to physician referrals.

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BACKGROUND

WHAT ARE EMERGENCY DEPARTMENT (BA) WORKQUEUES?

- Referral workqueues are referral “workdrivers” where referrals are housed, tracked, and scheduled/closed.
- The Emergency Department will have **its own workqueues for sending select referrals from the ED to ambulatory practices**. Each ED site location will be included in the Workqueue naming. ED BA Workqueues will be denoted with the following nomenclature:

“REFERRAL FROM EMERGENCY DEPT – QUEENS”

HOW TO FIND THE ED BA WORKQUEUES

- Type “Workqueue List” in the Epic Search bar, or
- Navigate to the “Workqueue List” activity in your upper lefthand menu:



- Leverage the “New Filter” button within the workqueue list to search for your ED location’s specific BA workqueue.
 - In the “Name Contains or ID” field, type: “referral from emergency” and click “Apply”.

Workqueue List - Referral/Authorization - Filtered

Refresh Open Report Export Show All **New Filter** Evals

Referral/Authorization

Filter

Name Contains or ID
referral from emergency

☐ Show only my assigned workqueues

User

Authorized Department

Supervisor

Service Area

Owning Area

The list is filtered Remove Edit

F	ID	Name	Service Area	Active Count	Active
☆	44296	REFERRAL FROM EMERGENCY DEPT - BI	MOUNT SINAI HEALTH...	5	Yes
☆	44295	REFERRAL FROM EMERGENCY DEPT - BI BKLYN	MOUNT SINAI HEALTH...	0	Yes
☆	48259	REFERRAL FROM EMERGENCY DEPT - MSH	MOUNT SINAI HEALTH...	8	Yes
☆	44292	REFERRAL FROM EMERGENCY DEPT - QUEENS	MOUNT SINAI HEALTH...	3	Yes
☆	44293	REFERRAL FROM EMERGENCY DEPT - ST LUKE'S	MOUNT SINAI HEALTH...	2	Yes
☆	44715	REFERRAL FROM EMERGENCY DEPT - WEST	MOUNT SINAI HEALTH...	0	Yes

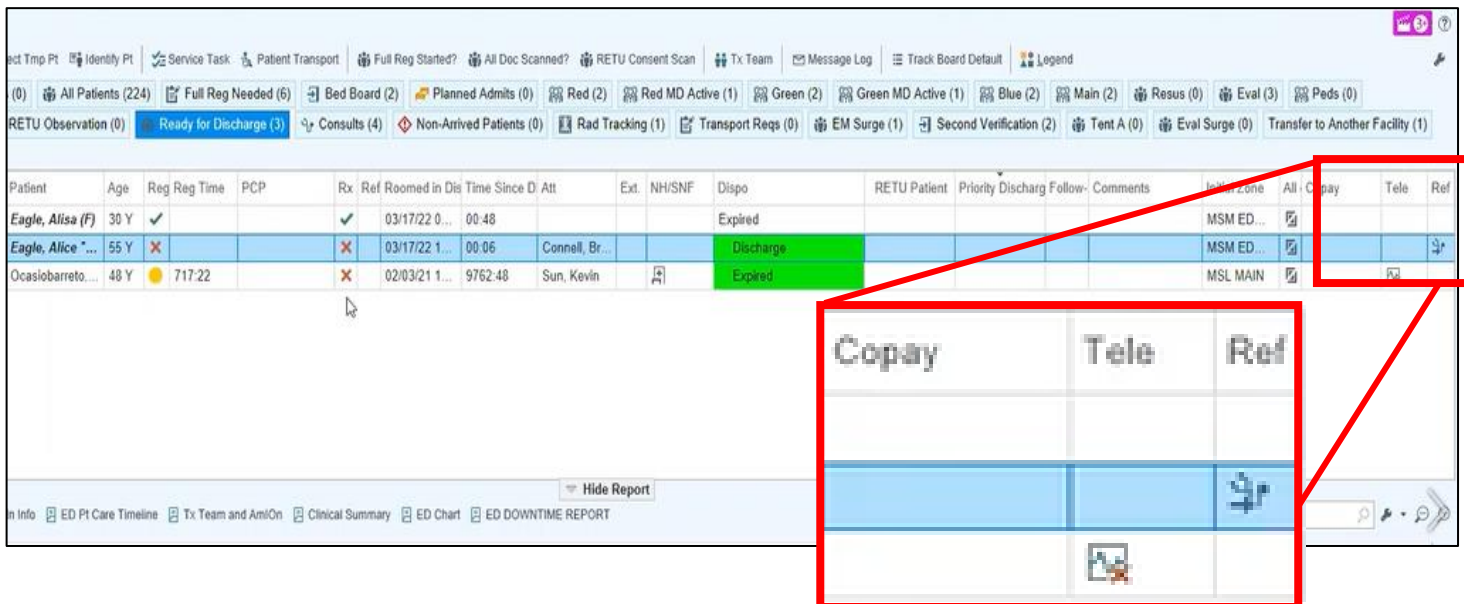
- Click the “Star” icon to the left of a workqueue and add it to your favorites for easy future access.
- Click on a specific workqueue within this list to access and work its referrals.

WHY WOULD A REFERRAL FALL TO THE ED BA WORKQUEUE FOR REVIEW?

- If the “To Dept” field is not filled out during provider order entry, the referral will route to the **ED BA workqueue**.
 - The “**Department**” field must be populated with the specific department location (practice) that the patient should go to in order for the referral to leave the Emergency Department workqueues and arrive at the receiving ambulatory practice.
- All external referrals (those going from the ED to outside of the Mount Sinai health system) will fall onto the ED BA Workqueue. If your ED site does not track or manage external referrals, they can be easily removed from the Workqueue.

USING THE ED TRACK BOARD TO IDENTIFY PATIENTS WITH PROVIDER-TO-PROVIDER REFERRALS REQUIRING BA ACTION

- Within the “Ready for Discharge” view of the ED Track Board, utilize the “Ref” column to identify patients that have an ambulatory referral requiring BA action:



The screenshot displays the ED Track Board interface. The top navigation bar includes various filters and tabs. The main table lists patient information, including Patient, Age, Reg Reg Time, PCP, Rx, Ref, Roomed in Dis, Time Since D, Att, Ext, NH/SNF, Dispo, RETU Patient, Priority Discharg Follow, Comments, Initial Zone, All, Copay, Tele, and Ref. A red box highlights the 'Ref' column for three patients: Eagle, Alisa (F), Eagle, Alice "...", and Ocasio-Barreto, A zoomed-in view of the 'Copay', 'Tele', and 'Ref' columns is shown in a separate red box, indicating that the 'Ref' column contains a blue icon representing a referral requiring BA action.

Patient	Age	Reg Reg Time	PCP	Rx	Ref	Roomed in Dis	Time Since D	Att	Ext	NH/SNF	Dispo	RETU Patient	Priority Discharg Follow	Comments	Initial Zone	All	Copay	Tele	Ref
Eagle, Alisa (F)	30 Y	✓		✓	03/17/22 0...	00:48					Expired				MSM ED...				
Eagle, Alice "...	55 Y	✗		✗	03/17/22 1...	00:06	Connell, Br...				Discharge				MSM ED...				
Ocasio-Barreto, ...	48 Y	717:22		✗	02/03/21 1...	9762:48	Sun, Kevin				Expired				MSL MAIN				

WORKING THE BA WORKQUEUE

TAKING ACTION ON REFERRALS FROM WITHIN THE ED BA WORKQUEUE

- Utilize the “Workqueue Information” section to identify the actions that remain outstanding for a specific referral.
- Double click on a referral or click “edit” to launch into the referral requiring action.

Referral/Authorization Workqueue - REFERRAL FROM EMERGENCY DEPT - ST LUKE'S [44293] Last refreshed: 3/17/2022 10:38:26 AM

Refresh Defer Filter Notes **Edit** Edit w/ Related Rfcs Sched St Upd Preauth Assign Chart Triage Pt Station In Basket Msg New Call Assign To User Show Mine WQ History

Active (Total: 2) Deferred (Total: 0)

Auth Score	Note Text	Start Date	Exp Date	Patient Name	Ref Status	Priority	Type	Appt Date	Sched Status	Coverage	Order Procedure
0		02/16/2022	09/13/2022	Eagle, Alice	Pending Rev	Emergen	Consulta		Do Not Sche	METROPLUS COMMERCIAL/	AMB REF TO PEDS CARDIOLOGY
0		03/17/2022		Eagle, Alice	Pending Rev	Emergen	Consulta		Ready to Sc	METROPLUS COMMERCIAL/	AMB REF TO CARDIOLOGY

EAGLE, ALICE
Auth #: Precert #: Auth Status: Pending Review Reason: System Automatically Pend

Workqueue Information
(1)
Error Message
Referral is missing a referred-to department. Enter a referred-to department

Workqueue Notes
(0)
None

- Once in the General form of the referral, fill in the appropriate Epic department in the “Department” field (shown below) if you aware of the specific practice the patient should be directed to, and click Accept. This will cause the referral to fall off the ED BA Workqueue.

Referral for Eagle, Alice "Eagle, Anish"

Print on Accept Referral Cgnts Adj Trace View History Chart Triage In Basket Msg Appt Desk Apply Template View Notes WQ Summary Accept and Assign Accept and Schedule Summaries

Referral # 5619 Status Pending Review Pend reason System Automatically Pend

MRN: 8038837 Insurance: Restricted Coverage Pre-Auth Phone:

Eagle, Alice "Eagle, Anish"

General

General

PCP Service area MOUNT SINAI MEDICAL CENTER Priority Emergency Department: Urgent Within 2 Days Class Internal

Sensitivity Status date 3/17/2022 Type Consultation Reasons 1

Referred by Override referred by and to restrictions

Location/POS MOUNT SINAI MORNINGSIDE Provider CONNELL, BRENDAN D [227503]

Department EMERGENCY DEPT MORNINGSIDE

Referred to

Vendor Location

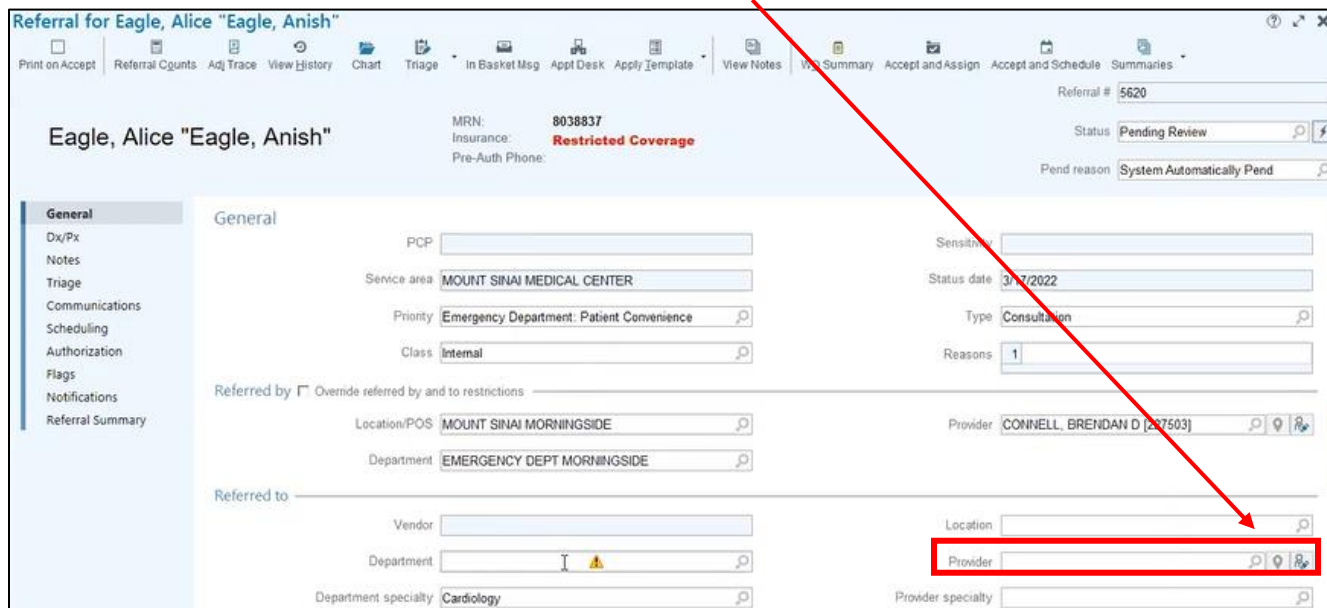
Department 1155 NORTHERN BLVD CARDIOLOGY Provider

Department specialty Cardiology Provider specialty

Clear

HOW TO WORK A REFERRAL IF YOU ARE UNAWARE OF WHAT DEPARTMENT SHOULD RECEIVE THE PATIENT – USING PROVIDER FINDER

- **Provider Finder is a helpful tool to utilize if you are unsure of which department to send the patient to (e.g. what to fill out in the “Department” Field). Finding an appropriate provider in Provider Finder means that you can send the referral to that provider’s practicing department (via populating the “Department” field) .**
- **To launch Provider Finder, click on the “Magnifying Glass” icon within the “Provider” field:**



Referral for Eagle, Alice "Eagle, Anish"

MRN: 8038837
Insurance: **Restricted Coverage**
Pre-Auth Phone:

Referral # 5620
Status: Pending Review
Pend reason: System Automatically Pend

General

Dx/Px
Notes
Triage
Communications
Scheduling
Authorization
Flags
Notifications
Referral Summary

General

PCP
Service area: MOUNT SINAI MEDICAL CENTER
Priority: Emergency Department: Patient Convenience
Class: Internal

Referred by ☐ Override referred by and to restrictions

Location/POS: MOUNT SINAI MORNINGSIDE
Department: EMERGENCY DEPT MORNINGSIDE

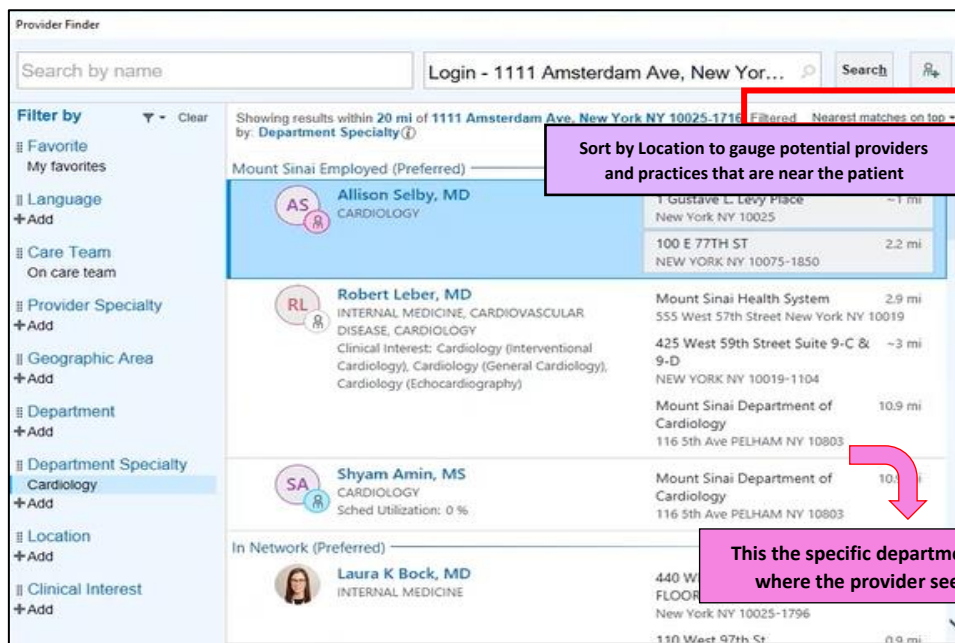
Referred to
Vendor
Department

Department specialty: Cardiology
Provider specialty

Provider: CONNELL, BRENDAN D [207503]

Location
Provider

- **Within Provider Finder, you can search for an appropriate provider based on the following criteria:**
 - Location of an ambulatory practice (e.g., distance from the patient)
 - Clinical interest of the receiving provider (sub-specialty)
 - Utilization/lead time of the receiving provider (e.g., soonest available)
 - Patient insurance coverage (par/non-par information)
 - Reference the table below to know whether a provider’s tier is par/non-par



Provider Finder

Search by name
Login - 1111 Amsterdam Ave, New York NY 10025-1716
Search

Showing results within 20 mi of 1111 Amsterdam Ave, New York NY 10025-1716
by: Department Specialty

Mount Sinai Employed (Preferred)

Sort by Location to gauge potential providers and practices that are near the patient

AS Allison Selby, MD
CARDIOLOGY
1 Gustave L. Levy Place
New York NY 10025 ~1 mi
100 E 77TH ST
NEW YORK NY 10075-1850 2.2 mi

RL Robert Leber, MD
INTERNAL MEDICINE, CARDIOVASCULAR DISEASE, CARDIOLOGY
Clinical Interest: Cardiology (Interventional Cardiology), Cardiology (General Cardiology), Cardiology (Echocardiography)
Mount Sinai Health System 2.9 mi
555 West 57th Street New York NY 10019 9-D
425 West 59th Street Suite 9-C & ~3 mi
NEW YORK NY 10019-1104
Mount Sinai Department of Cardiology 10.9 mi
116 5th Ave PELHAM NY 10803
SA Shyam Amin, MS
CARDIOLOGY
Sched Utilization: 0 %
Mount Sinai Department of Cardiology 10.1 mi
116 5th Ave PELHAM NY 10803

In Network (Preferred)

Laura K Bock, MD
INTERNAL MEDICINE
440 W FLOOR
New York NY 10025-1796
110 West 97th St. 0.9 mi

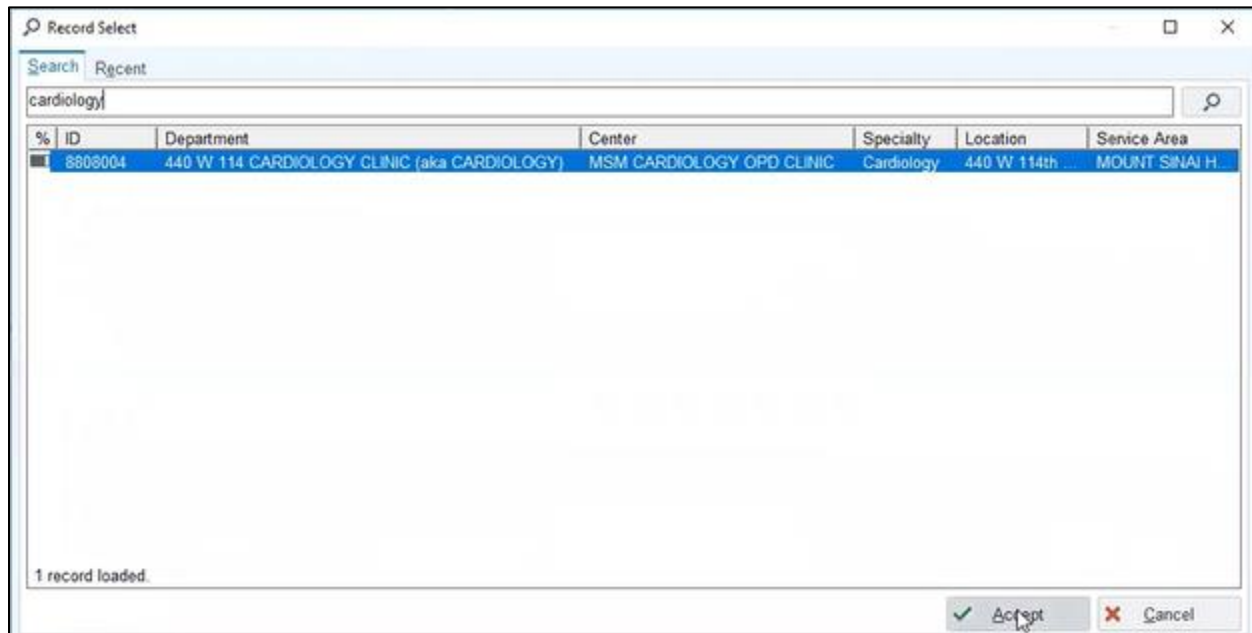
Department Specialty: Cardiology

Level	Description	Par/Non Par
Mount Sinai Employed	Employed provider who takes patient's insurance	✓ Par
Mount Sinai Affiliated	Affiliated provider (voluntary) who takes patient's insurance	✓ Par
Non-Mount Sinai	Non-Mount Sinai provider who takes patient's insurance	✓ Par
Out of Network	Provider who does not take patient's insurance	⊗ Non-par

“Department” field of the referral.

Provider Finder, note their he provider’s department in the

- **Option 2: If you want to send the referral to a specific Provider, you can click on their name in Provider Finder. This action will cause the “Provider” field to populate with that provider’s name.**
 - **NOTE:** This will not automatically fill in the “Department” field. In order to do this, you must either:
 - Click on the “Magnifying Glass” icon within the “Department” field and select the appropriate practice from a filtered list that only shows where the selected provider practices. After you have selected the correct department, click “Accept” for the “Department” field to populate.



- **Once the “Department” field is populated in the referral, the referral will fall off the ED BA workqueue and route to the correct receiving practice.**

MANAGING EXTERNAL REFERRALS (E.G., REFERRALS OUTSIDE OF MOUNT SINAI)

- Any referrals sent outside of the Mount Sinai system will show up in your Referred From WQ. **For these to fall off your WQ, set the scheduling status as "External – Not Tracking".**

MANAGING EMERGENCY DEPARTMENT PSYCH REFERRALS

- The Psychiatry Service Line will be out of scope for Ambulatory Referrals. All Emergency Departments should continue following through their normal workflow procedures for Ambulatory referrals to Psychiatry.
- In order for Psych Referrals from the ED to fall of the ED BA WQ, the referral must be marked with a scheduling status of “External – Not Tracking”.