Community Chemotherapy

Workflow Guide

*"Better connected. Better informed.
Better care for every patient."*

EMORY
HEALTHCARE

Table of Contents

EMORY HEALTHCARE

Working Together for Better Patient Care

Understanding your workflow options and how Emory supports your practice.

Emory Healthcare: Community Provider Overview

Purpose

Emory Healthcare is committed to supporting community providers by offering flexible, efficient options for submitting referrals, orders, and surgical consents while strengthening coordination across the care continuum. Our approach is centered on **partnership**, **choice**, and **reliability**, ensuring providers can select workflows that best align with their practice operations while benefiting from improved visibility and turnaround times.

What We Support

Emory Healthcare supports multiple submission methods for the following:

- Radiology orders
- Lab orders
- Referrals
- Surgical: Case request, Procedures, & Consents

These options are intentionally designed to maintain flexibility for provider practices while improving communication, tracking, and coordination with Emory care teams.

Submission Options Available

1. Emory Healthcare Link (Digital Option)

Emory Healthcare Link (aka EpicCare Link) is a secure, web-based portal available to practices that prefer a more integrated, digital experience. For many practices, it offers the most efficient way to submit and manage orders, referrals, and consents by enabling direct, real-time connectivity with Emory care teams, and access to patient clinical information.

Key benefits include:

- Direct electronic submission of orders, referrals, and surgical consents
- Real-time access to patient information and clinical updates

- Transparent tracking of order and referral status without follow-up calls or faxes
- Reduced administrative burden and improved turnaround times

Emory Healthcare Link is an option and is available for practices interested in enhanced digital coordination.

2. Fax Submission (Established Workflow Option)

Recognizing that practices operate differently, fax submission remains available for providers who prefer established workflows. This option continues to support:

- Radiology orders
- Lab orders
- Referrals
- Surgical: Case request, Procedures, & Consents

Maintaining fax as an option ensures continuity and flexibility while still enabling coordination with Emory teams.

Central Scheduling (Includes Radiology)	855-255-8060
IV Therapy Clinic	866-439-0210
Cardiology (HHI)	855-673-7187
Lab	478-542-7890
Ambulatory Surgery Center	478-329-3454
Warner Robins OR	478-975-5229
Warner Robins Endo	478-322-4886
Warner Robins Outpatient Surgery	478-975-6908
Perry OR	478-218-1748
Pain Clinic	478-329-3350

3. Oncology Infusion Orders (Chemotherapy)

As part of our patient safety best practices, all oncology infusion orders should be entered via Epic. For infusions already scheduled between now and 6/30/26, all ongoing oncology treatments will be entered into Epic by an oncology pharmacist in coordination with the prescribing oncologist. Given the one-week minimum lead time required for prior authorization, any orders that need to be resubmitted should be prioritized immediately to avoid delays in patient infusions.

4. Non-oncology Infusion Orders

As part of patient safety best practices, we are introducing important changes to non-oncology infusion orders.

New orders starting 5/30/26

- Credentialed providers will enter non-oncology infusion therapy plans via Epic.
- Non-credentialed providers may obtain the Emory Healthcare non-oncology infusion orders form (https://www.emoryhealthcare.org/iv-therapy-order-sets) and fax to (**866-439-0210**).
- All oncology infusion orders will need to be entered via Epic.

Infusions already scheduled between now and 6/30/26 (action needed now)

Please download the Emory Healthcare non-oncology infusion order forms and fax the order to 866-439-0210. Any orders that do not use the standardized Emory Healthcare infusion order form will not be processed after May 18, 2026.

Please ensure that all staff who place infusion orders are aware of this change and have access to the correct order forms.

Our Commitment to Community Providers

Emory Healthcare remains focused on making it easier for community providers to connect with Emory teams and deliver coordinated, high-quality care. Whether practices adopt EpicCare Link or use other supported submission options, our priority is supporting efficiency, reliability, and patient-centered collaboration while also partnering with practices to transition workflows where required.

Getting Started or Learning More

Providers interested in exploring Emory Healthcare Link or who want guidance on determining the best submission option for their practice can contact the Emory Medical Staff Office or leverage the QR code below for personalized assistance and onboarding support tailored to their pace and preferences.

Provider Onocology Workflow via Hyperspace

Instructions for providers to enter oncology therapy plans using Emory's electronic medical record system, Epic.

Chemotherapy Infusion Orders- Established Patient

Steps for entering infusion orders for established chemotherapy patients using approved oncology workflows.

EMORY HEALTHCARE

Chemotherapy Infusion Order Entry — Established Patient

Use this guide when the patient already has a record in Epic

1	**Access Epic via Citrix Workspace** Log in to Emory's Hyperspace (Epic) instance through Citrix Workspace using your Emory credentials.
2	**Select the Infusion Department – EHW OP Infusion** At login, choose the **EHW OP Infusion** department where the patient's infusion will be performed.
3	**Create 'Orders Only Encounter'** Within the department, click the Orders Only Encounter button to begin order entry ***see Create Orders Only Encounter tip sheet***
4	**Search for the Patient & Click Accept** Search for the patient in Epic. Select the patient record and click Accept to create the encounter.
5	**Select & Customize the Treatment Plan** Oncology patients: select and customize the Treatment Plan. All other patients: select and customize the Therapy Plan ***see How to Order Treatment Plans tipsheet***
6	**Sign the Plan Orders** Sign the Treatment Plan (Oncology) or Therapy Plan orders. Your order entry is now complete. The orders are now signed and held. They will become active once released by the Infusion nurse. ***If the IVT needs to be initiated <1 week, please call EHW Infusion Center at time of order***
7	**Consent Needed for Treatment? Use the e-Consent Form in Hyperspace** Emory uses e-consent for forms, ***see e-Consent Process Tip Sheet.***

After Signing — What Happens Next

The Infusion Scheduling Staff will receive your order automatically, contact the patient, and schedule the visit. The Pre-Cert Team manages re-authorization as needed. Within 72 hours of the visit, auth status is verified. If authorization status changes, the scheduling team will notify the Pre-Cert Team and may cancel or reschedule the appointment.

Questions? Contact the Infusion Scheduling Team at your Emory Infusion location. | For Community Provider Use Only

Chemotherapy Infusion Orders- New Patient

Instructions for entering infusion orders for new chemotherapy patients and initiating treatment planning.

EMORY HEALTHCARE

Chemotherapy Infusion Order Entry — New Patient

Use this guide when the patient does NOT yet have a record in Epic

1	**Access Epic via Citrix Workspace** Log in to Emory's Hyperspace (Epic) instance through Citrix Workspace using your Emory credentials
2	**Select the Infusion Department – EHW OP Infusion** At login, choose the **EHW OP Infusion** department where the patient's infusion will be performed
3	**Create 'Orders Only Encounter'** Within the department, click the Orders Only Encounter button to begin order entry ***see Create Orders Only Encounter tip sheet***
4	**Search for the Patient** Search for the patient in Epic. If found, proceed to Step 6. If NOT found, continue to Step 5
5	**Patient Not in Epic? Clinic Staff Will Create Patient in EpicCare Link (ECL)** Clinic Staff will go into ECL and create a patient encounter ***(staff see <u>ECL Search For or Create a Patient Chart Tip Sheet</u>***
6	**Select Patient & Create the Encounter** Once the patient exists in Epic, select the patient record and create the Orders Only encounter.
7	**Select & Customize the Plan** Oncology patients: select and customize the Treatment Plan. | All other patients: select and customize the Therapy Plan ***see How to Order Treatment Plans tipsheet***
8	**Sign the Plan Orders** Sign the Treatment Plan (Oncology) or Therapy Plan orders. Your order entry is now complete. The orders are now signed and held. They will become active once released by the Infusion nurse. *<u>**If the IVT needs to be initiated <1 week, please call EHW Infusion Center at time of order**</u>*
9	**Consent Needed for Treatment? Use the e-Consent Form in Hyperspace** Emory uses e-consent for forms, ***see e-Consent Process Tip Sheet***

After Signing — What Happens Next

The Infusion Scheduling Staff will receive your order automatically and contact the patient to schedule — at least 10 days in advance to allow time for insurance authorization. The Pre-Cert Team handles all authorization with the payor. You will only be contacted if there is an authorization issue or the appointment must be cancelled.

Questions? Contact the Infusion Scheduling Team at your Emory Infusion location. | For Community Provider Use Only

Placing Orders in Hyperspace

Guidance for placing oncology-related orders directly within Hyperspace for provider workflows.

Create Orders Only Encounter

Quick Reference Tip Sheet

How to Find the Create Encounter Option

Common uses:

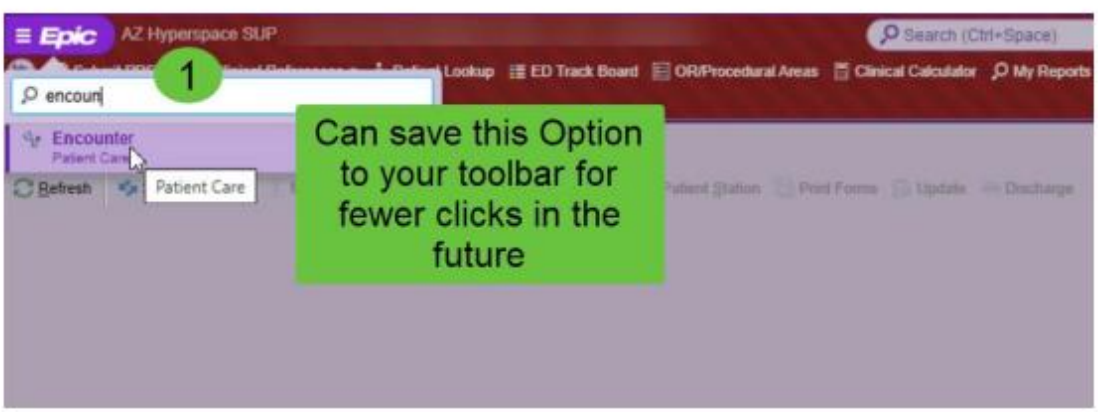
- Treatment plan entering and updates
- Order entry between visits
- Documentation without a scheduled encounter

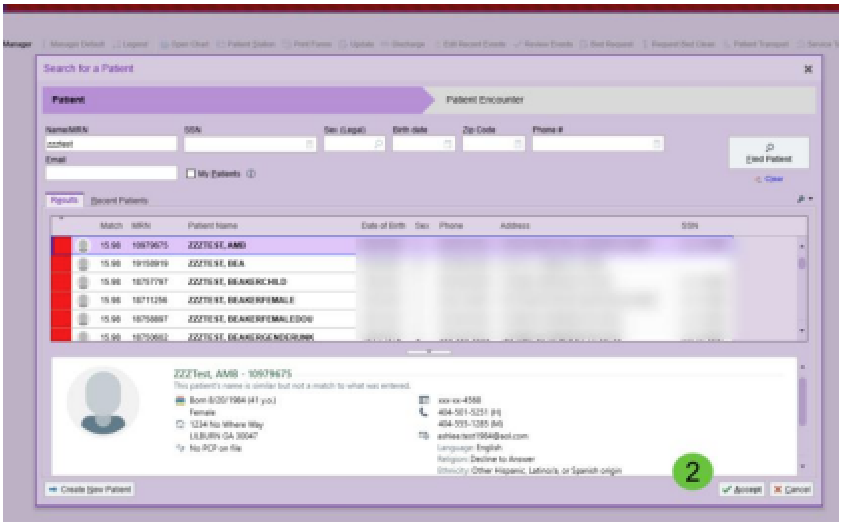
PRO TIP

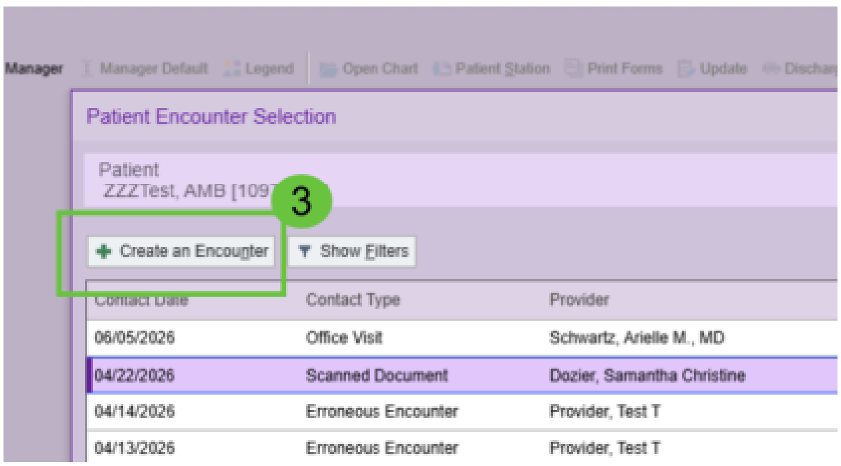
Use Orders-Only encounters to update treatment plans efficiently without creating a full visit.

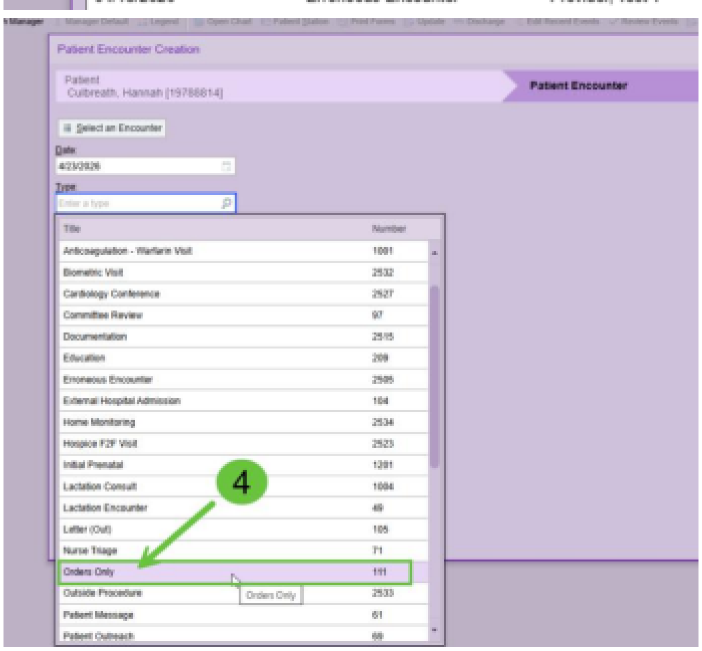
Step-by-Step: Creating an Orders Only Encounter

1. Select Epic Toolbar (top left of page) and Search **Encounter**
2. Search for and Select Patient, then select **Accept or double-click patient name**
3. Select **Create an Encounter**
4. **Select Orders Only (111)** – there will be many options available; it is alphabetically organized
5. Now you can go into your patient's chart and enter orders and Treatment Plans




Search for a Patient
Patient
Patient Encounter
Find Patient
ZZZTest, AMB - 10979675
2
Create New Patient
Accept
Cancel


Manager
Manager Default
Legend
Open Chart
Patient Station
Print Forms
Update
Patient Encounter Selection
Patient
ZZZTest, AMB [109
3
Create an Encounter
Show Filters
Contact Date
Contact Type
Provider
06/05/2026
Office Visit
Schwartz, Arielle M., MD
04/22/2026
Scanned Document
Dozier, Samantha Christine
04/14/2026
Erroneous Encounter
Provider, Test T
04/13/2026
Erroneous Encounter
Provider, Test T


Patient Encounter Creation
Patient
Culbreath, Hannah [19788814]
Patient Encounter
Select an Encounter
Date
4/23/2026
Type
Title
Number
Anticoagulation - Warfarin Visit
1001
Biometric Visit
2532
Cardiology Conference
2527
Committee Review
97
Documentation
2515
Education
209
Erroneous Encounter
2505
External Hospital Admission
104
Home Monitoring
2534
Hospice F2F Visit
2523
Initial Prenatal
1201
Lactation Consult
1004
Lactation Encounter
49
Letter (Out)
105
Nurse Triage
71
Orders Only
111
Outside Procedure
2533
Patient Message
61
Patient Outreach
69
4
Orders Only

Placing Orders via Treatment Plans

Steps for using treatment plans to manage chemotherapy orders and support consistent patient care.

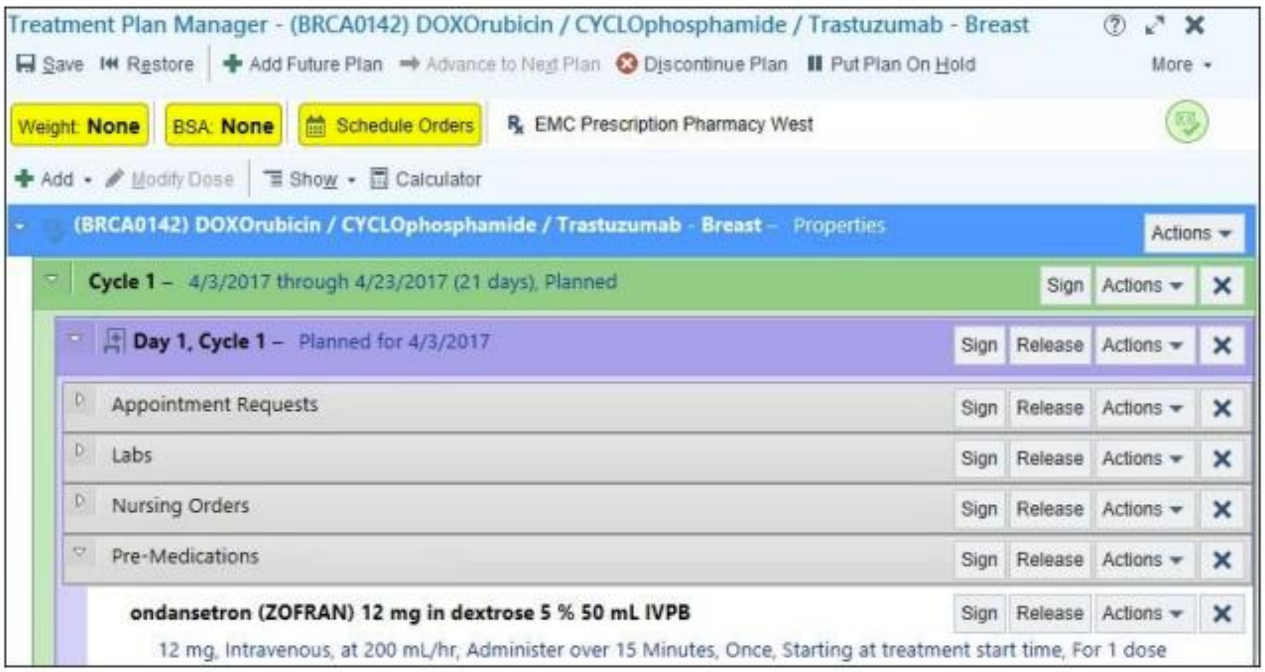
Epic Treatment Plans

Quick Reference Guide for Community Providers

1. Treatment Plan Overview

Chemotherapy is managed from treatment plans in the Treatment activity. Treatment plans are organized into the following levels:

- **Treatment plan title**: The name and properties of the treatment plan.
- **Cycle**: A set of one or more treatment days. Cycles appear in green.
- **Day**: A complete day of care for the patient. Days appear in purple.



2. Creating a Treatment Plan

Step 1 – Select a Protocol

1. From the Treatment Plan navigator section, click **Create a New Plan**.
2. Select and accept a protocol from the list of suggested protocols.
   - If needed, after selecting the protocol, preview its details before accepting it.
   - If the plan you need isn't listed, or there are no suggested protocols for this patient, use the **Available Protocols** tab and completion match on key words such as the chemotherapy medications or cancer site.

Tip: Mark frequently used protocols as favorites (☆ icon in the Protocol Selection window). Favorites appear at the top of the suggested list.

Step 2 – Set Treatment Plan Properties

- In the Treatment Plan Properties window, select the **Overview** tab.
- Enter the treatment start date, treatment goal (e.g., curative, palliative), and associate the plan with a provider.

- Check the box next to any diagnosis/problem to associate it with the treatment plan.
- Select the **Dosing** tab to specify the weight or BSA to use for dose calculations.
- Accept all changes.

Step 3 – Customize Your View (Optional)

Click **Add/Remove Views** in the Treatment Plan Manager toolbar to enable helpful views:

- **Med. Spotlight** – Displays key chemotherapy medications; click a dose link to adjust quickly.
- **Calendar** – Shows treatment days in calendar format. Note: calendar days do not correspond to scheduled appointments.
- **History** – Audit trail of all changes made to the plan.

3. Modifying a Treatment Plan

Update Plan Properties

Click the **Properties** link in the treatment plan header to update the treatment goal, provider, associated diagnoses, or dosing weight/BSA.

Change a Treatment Day Date

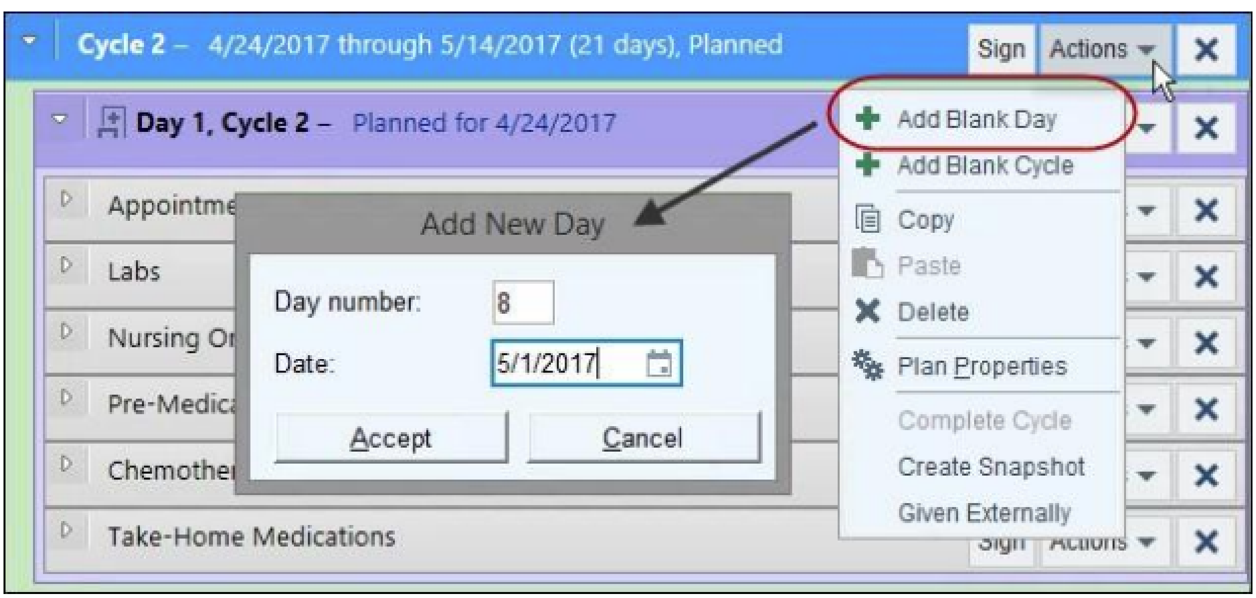
In the Treatment Plan Manager, click the **Planned for** link for the day you want to change, enter the new date, and accept.

Note: To change a day for a clinical reason (e.g., patient not meeting parameters), use Defer Day instead (see Section 5).

Add Treatment Days or Cycles

Adding a new day:

- Select the cycle, click **Actions** > **Add Blank Day**, enter the day number and date, and accept.



Adding a new cycle:

- Select the cycle after which you want to insert, click **Actions** > **Add Blank Cycle**, update the name/date/length, and accept.

Tip: Copy and paste cycles or days using the Actions menu to quickly duplicate identical treatment patterns.

Add Orders

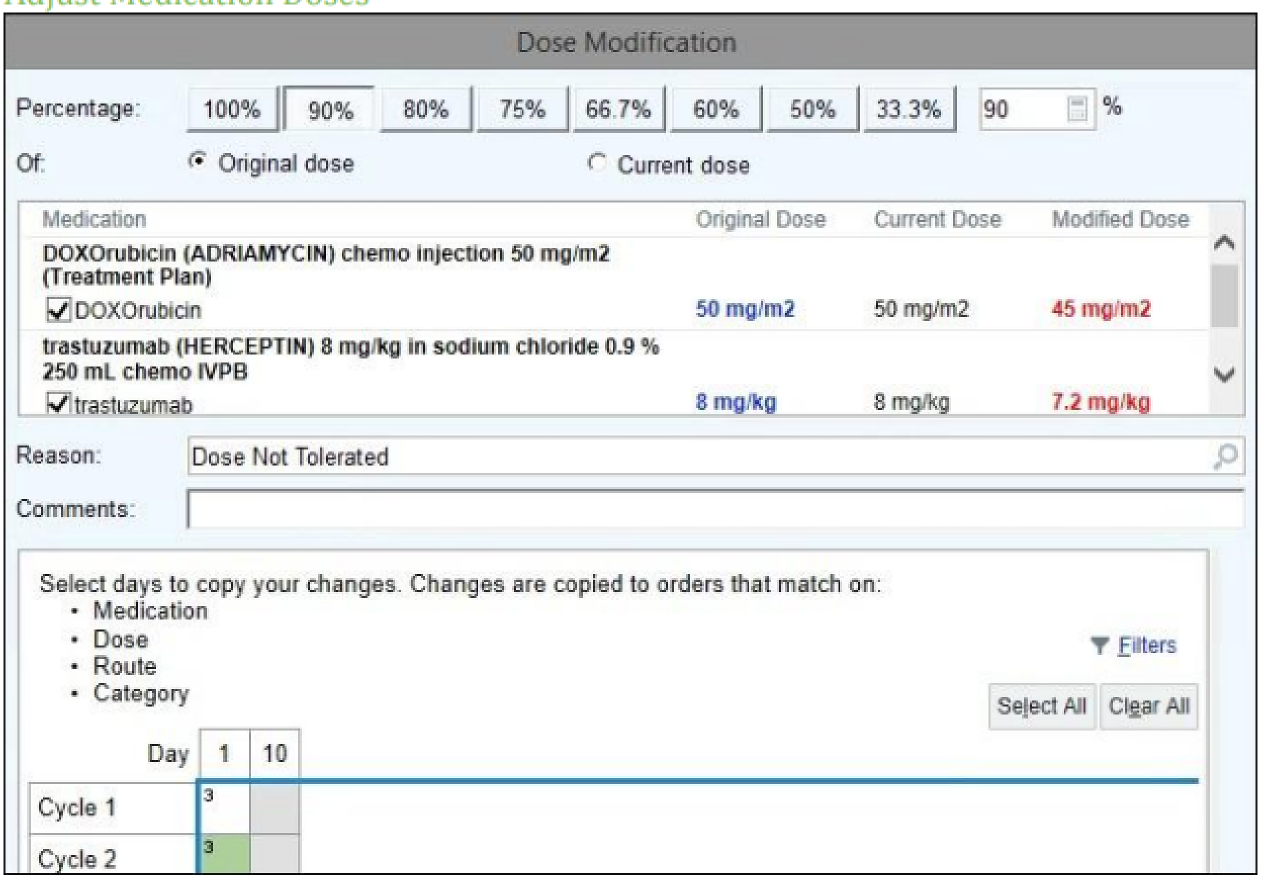
1. In the Treatment Plan Manager, open **Actions** for the desired day and select **Add Orders**.
2. Search for an order or order group using completion matching. Double-click to add.
3. Review suggested or required orders (required orders show a warning icon and must be selected or overridden).
4. Preview orders on the right side of the Add Orders window. Uncheck any orders you do not want.
5. Accept and choose which other days to apply the new orders to.

Modify Existing Orders

Click the **Summary Sentence** for any order to open the Order Composer and make edits. When modifying an order, you can propagate the change to:

- Individual other days (select checkboxes)
- Entire days or cycles (select row/column header)
- All matching days (click Select All)

Adjust Medication Doses



Single medication:

1. Open the Order Composer for the order.
2. In the Dose Modification section, click a % button to reduce the dose (or type a custom %).
3. Enter a modification reason.
4. Choose to apply the change to just this order or all unreleased instances, then accept.

Multiple medications at once:

1. Select an order category (e.g., Chemotherapy) in the Treatment Plan Manager.
2. Click Actions > Modify Dose.
3. Select the medications to modify, enter the desired % and a reason.
4. Use the propagation grid to apply changes as needed.

Tip: In the Med. Spotlight view, click any dose link to quickly open the Dose Modification window.

Delete Orders, Days, or Cycles

1. Click the X icon next to any order, order category, day, or cycle you want to remove.
2. Confirm the selection and accept.

Note: Use Delete for items you never intend to give. For treatment days that were planned but not carried out, use Cancel Day instead.

4. Signing Treatment Plan Orders

After establishing a treatment plan, orders must be signed to authorize treatment. Signing can be done at the cycle, day, category, or individual order level.

How to Sign

1. Click Sign next to the cycle, day, order category, or individual order.
2. Verify that the orders are associated with the correct diagnosis and accept.
3. If medication warnings appear, select an appropriate override reason for each and click Override and Accept.
4. Enter your credentials to finalize.

Signing vs. Releasing

Signing (Provider)	Releasing (Nurse)
Authorizes the order — equivalent to signing a paper prescription	Activates the order — indicates it is ready to proceed
Can be done well in advance of treatment	Done on the day of treatment when the patient is present

Signing (Provider)	Releasing (Nurse)
Can sign an entire cycle at once	Can release only the current treatment day
Most often done by oncologists	Most often done by nurses

5. Managing Treatment Status

Put a Treatment Plan on Hold

Use a hold to pause treatment for interruptions such as high toxicity, surgery, or personal emergencies. While on hold, orders cannot be released.

1. Navigate to the Treatment Plan Manager.
2. Click Put Plan on Hold in the toolbar.
3. Enter a reason and click Accept.
4. When ready to resume, click Release Plan From Hold.

Note: If a patient is admitted as inpatient and the next treatment day is outpatient, the plan is automatically placed on hold. An In Basket message will be sent.

Defer a Treatment Day

Use Defer Day when a patient cannot receive treatment for a clinical reason (e.g., labs out of range, patient needs more recovery time).

1. In the Treatment Plan Manager, click **Actions** for the appropriate day > **Defer Day**.
2. Enter the new treatment date.
3. Optionally check Adjust future dates to cascade the change forward.
4. Enter a reason and click Accept.

Note: Check whether orders need to be re-signed after a significant deferral.

Cancel a Treatment Day

Cancel a day that was planned but will never occur. The day remains in the plan for historical reference, grayed out with a Canceled status.

1. In the Treatment Plan Manager, open **Actions > Cancel Day**.
2. Enter a reason and comment.
3. Accept all changes.

Discontinue a Treatment Plan

Discontinue when treatment is permanently complete (e.g., remission, end of regimen, patient death, or transition to a new protocol).

1. In the Treatment Plan navigator, click **Actions** in the treatment plan header > **Discontinue Plan.**
2. Enter a reason and accept.
3. Review any active orders in the Orders to Review list — enter a reason and discontinue them as

appropriate.

6. Quick Reference – Common Tasks

Task	Where to Find It
Create a new treatment plan	Treatment Plan navigator > Create a New Plan
Change plan properties (goal, provider, dosing)	Treatment plan header > Properties link
Add orders to a day	Treatment Plan Manager > Actions (on day) > Add Orders
Modify a single order	Click the order's Summary Sentence to open Order Composer
Adjust dose for one or more medications	Order Composer > Dose Modification, OR Actions > Modify Dose
Sign orders	Click Sign next to cycle, day, category, or order
Check insurance authorization	Treatment Plan navigator or Treatment Plan Manager status icons
Put plan on hold / release from hold	Treatment Plan Manager toolbar > Put Plan on Hold / Release Plan From Hold
Defer a treatment day (clinical)	Actions (on day) > Defer Day
Change a treatment day date (logistical)	Click the Planned for link on the day
Cancel a treatment day	Actions (on day) > Cancel Day
Discontinue the treatment plan	Actions (on plan header) > Discontinue Plan
View lifetime dose tracking	Treatment Plan Manager toolbar > Lifetime Dose Tracking
Document external treatment	Actions (on day) > Given Externally
Send a treatment plan to a provider	Treatment Plan Manager toolbar > Send Plan

For additional guidance, consult your Epic training resources or contact your local Epic support team.

Completing Electronic Consents

Instructions for completing required treatment consents electronically within the patient workflow.

EMORY
HEALTHCARE

e-Consent Process

Quick Reference Tip Sheet

How to Find the Consent Form

Use any of the following three methods to navigate to the consent form:

OPTION 1	OPTION 2	OPTION 3
Consents Tab	**Search Bar**	**Chart Review**
Select the Consents tab in the Navigator bar.	Search "Consents" in the top search bar, then select the Consents Patient tab.	Go to Chart Review → select the Consents tab → select the Consents button.

Step-by-Step: Completing & Signing the e-Consent

STEP 1

Select the OP Blood Consent Button

- Locate and click the OP Blood Consent button (see image).
- Complete all required fields in the form.

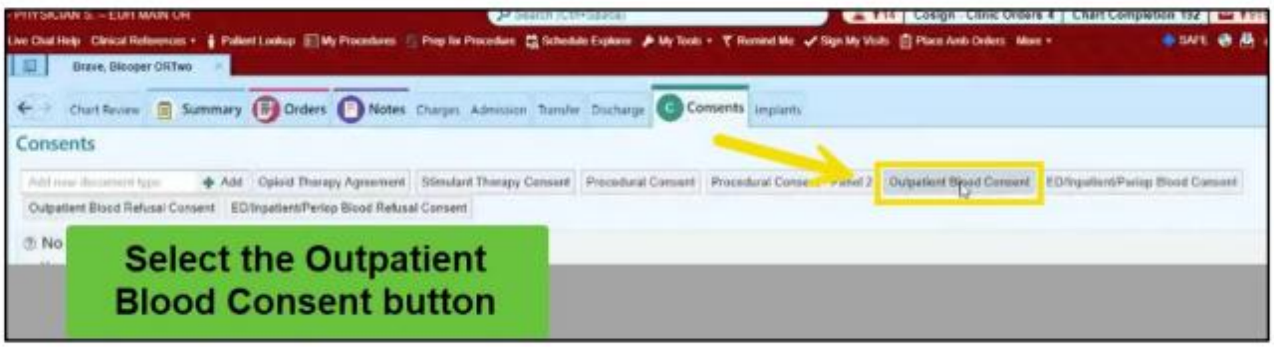
Note: You can create macros to save favorites and reduce repetitive documentation.
Signatures cannot be saved — they will always be required.

STEP 2

Sign the Completed Form

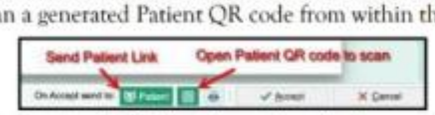
Choose one signing option:

- **Sign in Hyperspace** — Both the provider and patient sign directly in Hyperspace using a mouse.
- **Send via MyChart or Device** — The provider sends the e-consent to the patient's MyChart. If the patient does not have MyChart, the provider can send via text or email to the patient's device by scanning a QR code.



Options for Signing

- **MyChart**: In *Hyperspace*, click the "Patient" button at the bottom right of the form to send form to patient via text/email link. Alternatively, patients can scan a generated Patient QR code from within the form with their personal device.



  - ➢ Note: Patient does not need to be signed up for MyChart. They only need to have a mobile phone number or email address documented in Epic.
- **Hyperspace**: Clinician and Patient can sign-in Hyperspace using mouse.

Electronic Consents Shortcuts

Quick reference steps for accessing and completing electronic consents more efficiently.

eConsents - Macros

Use macros to save time filling out eConsents.

Try It Out

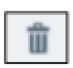
To create a macro:

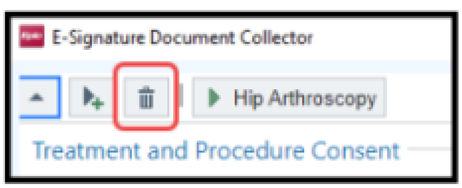
1. Open an e-signature document and fill out the document SmartForm. Some items, like the document type, witnesses, and research study, can't be saved in macros because they should be updated every time you fill out the SmartForm.
2. In the SmartForm toolbar, click the create macro  button.
3. In the **Macro Caption** field, enter a name for the macro.
4. Click **Accept** to create the macro, or click **Accept and Edit** to open the macro in the Macro Editor.

To use a macro:

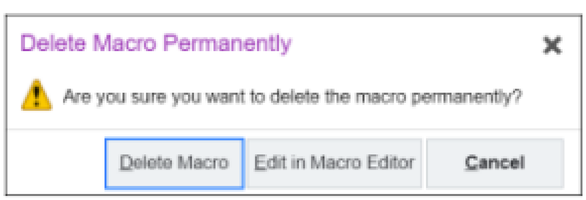
1. Open an e-signature document.
2. Click the macro to populate the SmartForm with the saved information. Note that if you use a macro after filling out the SmartForm, the macro will overwrite fields where it's applied.

To delete a macro:

1. Click the trash can  button.
2. Select the macro you want to delete.



3. In the Delete Macro Permanently window, click **Delete Macro**. If you don't want to delete the macro, click **Edit in Macro Editor** to open the macro in the Macro Editor, or click **Cancel** to return.

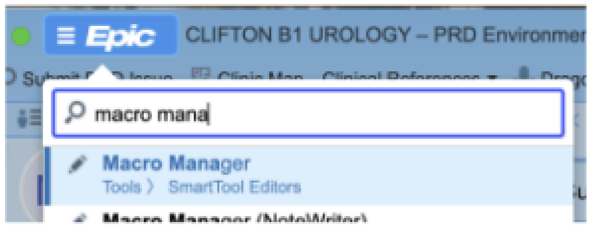


Continued on next page.

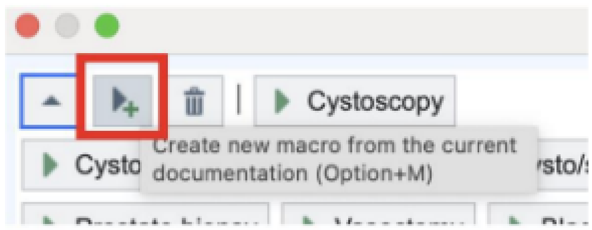
EMORY
HEALTHCARE

Macro Manager

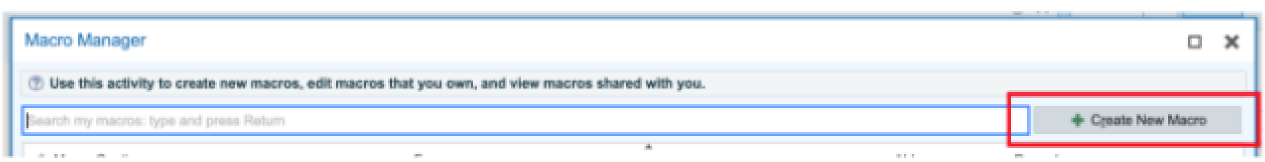
1. Click the **Epic** button and search for **Macro Manager.** Alternatively, open up a blank consent form and click on the create new macro button.



Alternative:



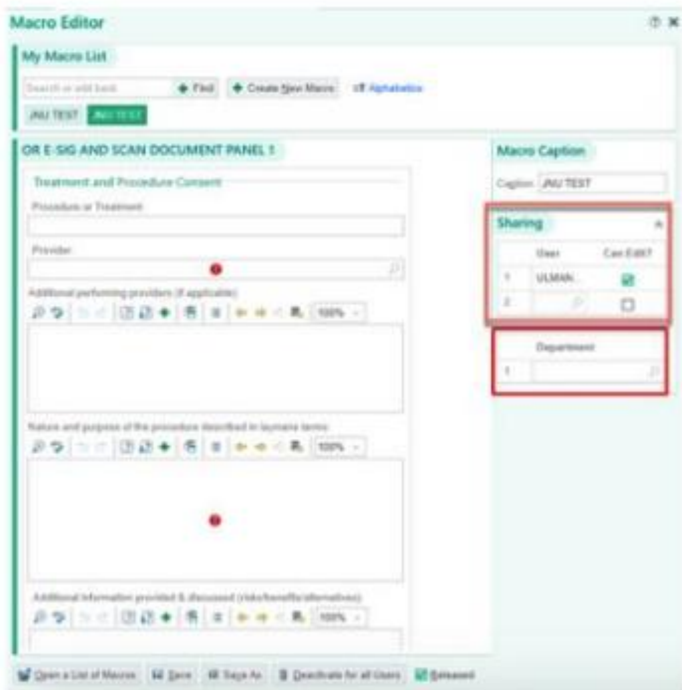
2. Click on **Create New Macro**



3. Click on **Form**, and search for **EHC PROCEDURAL CONSENT** for OR consent forms. Give the first Macro a short, easy to remember name under **Macro Caption.**

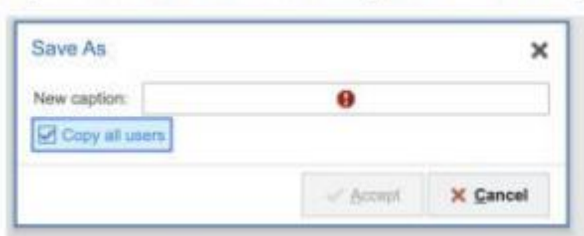
Continued on next page.

4. Fill out the default Macro content on the left and share your Macros with individual users or a department on the right-hand panel.



5. Click **Save** to save the current Macro.
6. When setting up the next procedure's macro, **edit the same Macro, but choose Save As** to give the new Macro a new name for the next procedure.

7. In the following screen, give the new Macro its new name and <u>be sure to select **Copy all users.**</u> This step will prevent having to reshare each macro with each individual in the department separately. Repeat this edit and Save As process until all procedures are covered.



Introduction to Emory HealthCare Link

Overview of electronic workflows that support clinical processes and community provider connectivity.

Emory HealthCare Link

Community Provider Workflow Guide

Better connected. Better informed. Better care for every patient.

EpicCare Link is Emory Healthcare's secure web-based portal that allows community providers and their staff to stay connected to patient care across the Emory system.

This tool supports faster communication, improved coordination, and greater visibility into the care your patients receive—helping practices work from the same information and reduce delays in treatment, scheduling, and follow-up.

What You Can Do in EpicCare Link

Through EpicCare Link, providers and staff can:

- Submit lab, imaging, and referral orders
- Track referral and order status
- Review patient charts, results, and clinical documentation
- Upload supporting documents and records
- Complete and manage e-Consents when applicable
- Securely message Emory care teams involved in patient care
- View appointment updates and follow-up activity

Using EpicCare Link helps ensure your office has real-time access to the information needed to support patients efficiently and accurately.

Additional Submission Options

While EpicCare Link is the preferred method for submitting orders and referrals, fax submission remains available when needed.

Please ensure all orders include complete clinical documentation to avoid scheduling delays and additional follow-up.

Need Access or Support?

EpicCare Link Sign Up

https://www.emoryhealthcare.org/medical-professionals/carelink

Support / Assistance

https://emoryhealthcare-pub.kinops.io/#/ehc-link-pub

If your office needs help determining who should enroll, understanding workflows, or navigating setup, our team is available to assist.

We are committed to helping community providers and staff stay connected and prepared for a smooth transition.

New Account Request for Emory HealthCare Link

Instructions for requesting new site access and new user access.

New Account Request (NAR)

Request New Account

- Navigate to the Emory Healthcare Link Log-in page: https://carelink.emoryhealthcare.org
- Click 'Request New Account'

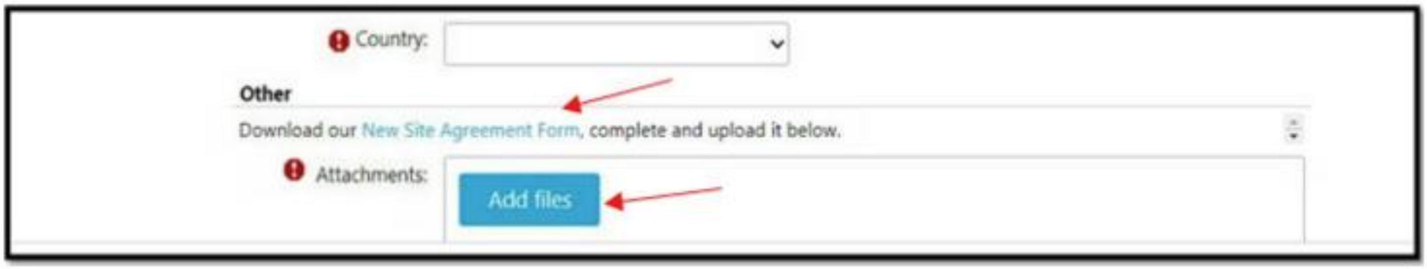
©2022 Epic Systems Corporation

- Select and open the approriate request:
  - If requesting access for a new site/practice, click on '<u>Request access for a new site</u>'.
  - If requesting access for a new user, click on the apporpriate member role.
  - Complete the request information. Red circle is required. Yellow triangle is recommended.

©2022 Epic Systems Corporation

Document Upload

- 'Site Aggreement' is required for each new site request.
- 'User Confidentiality and System Access Terms' agreement is required for each new user request.
- To Electronically Sign the documents, under "Other', open the hyperlink for 'New Site Agreement Form' or 'New Confidentiality Agreement'.
- Save the document, electronically sign, date and answer questions surrounding the signatures. Click save again. Documents may also be forward to user for signature and returned to requester for upload.
- Click 'Add files' and upload the newly saved document. (complete steps for each required document upload)
- To Print the document for a wet signature, under 'Other', open the hyperlink for 'New Site Agreement Form' or 'New Confidentiality Agreement'. Click the printer icon in the right upper hand corner.
- After signatures are complete, scan the document in electronically, save the document and click 'add files'. Here you will be able to upload the newly signed document.



Designate a Site Admin

When completing the 'Request access for a new site' process, assign at least one user as the Site Administrator. Do this by placing a check in the box to the left of 'Make this user a site administrator'.

The Site Administrator is responsible for maintaining a site records.

©2022 Epic Systems Corporation

Logging In to Emory HealthCare Link

Instructions for logging in, changing passwords, and setting up two-factor authentication.

EMORY HEALTHCARE | Link

Tip Sheet

Need Help? Have a Question?

https://emoryhealthcare-pub.kinops.io/#/ehc-link-pub

How to Log-In

Steps to Log-In:

1	Select or copy/paste this URL into a browser such as Chrome: https://carelink.emoryhealthcare.org **Note:** Internet Explorer is not supported	 *Recommend saving as a favorite*
2	Enter **User ID** = Work email. *This is the email submitted with your request. If you have questions about your email. Contact your Site Administrator.*	
3	Enter **Password**= Initial password is a combination of: • First <u>3 letters</u> of your Last name with the **First Letter a capital** • Your birth year • Two # symbols Example: Sally Jones, birth year 2000 Password is Jon2000##	
4	**Change Password** **Old password**=Initial Password from above. **New password** = (9 characters to include **one Capital letter**, **one Numeric**, and one Special character) **Re-enter new**= New Password Select *"Accept"*	

6	**Set up Two-Factor Authentication (2FA)** Choose Your Authentication Method Emory recommends DUO however any 2FA authentication vendor will do. **Reminder!** you will want to open your 2FA application (app)	 © 2023 Epic Systems Corporation
7	**Set up account** Open up your 2FA Application and follow the instructions for setting up account. **Note:** The screenshot is an example of Mobile App	 © 2023 Epic Systems Corporation
8	**Enter Passcode** Displayed from your 2FA Application Select *"Verify"*	 © 2023 Epic Systems Corporation
9	**A reset code will appear on this view.** **Recommendation:** You write down the code. You may need it in the future. Select *"Finish"*	 © 2023 Epic Systems Corporation

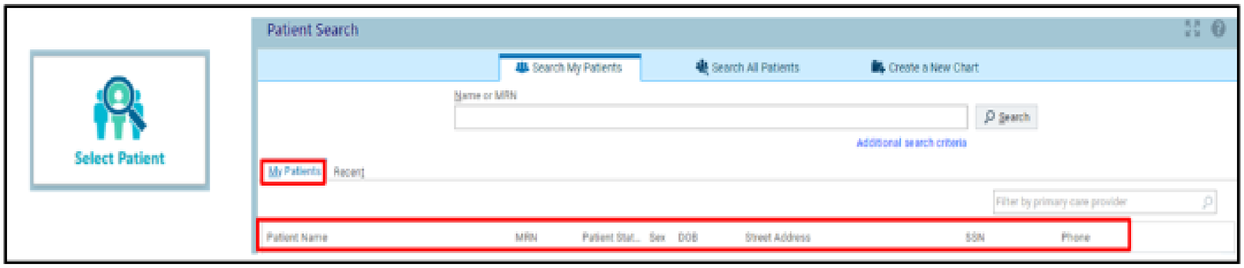
Accessing Patients Charts in Emory HealthCare Link

Steps for locating existing patient charts or creating a new patient chart.

Accessing Patient's Chart

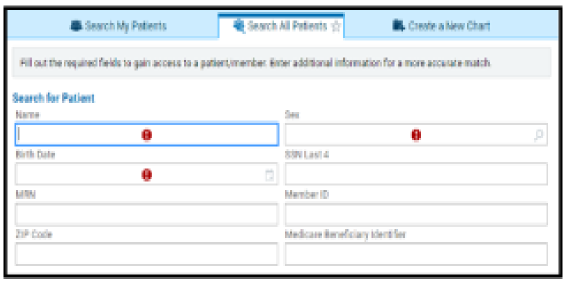
Select your patient's chart

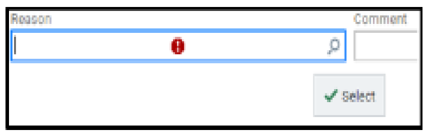
Select **Patient**. Search using the patient list in **My Patients** or use the **Name or MRN** search bar.



Find your patient's chart

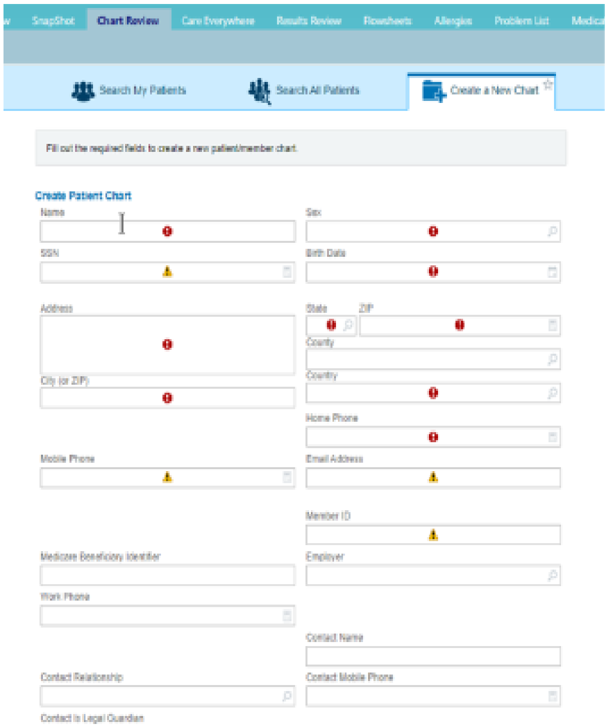
Select **Search All Patients tab.** Complete required fields and select a reason in the **Reason field.** Select **Accept.**





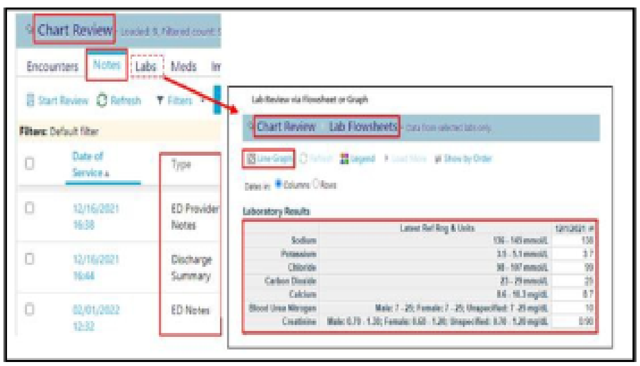
Create an Emory chart

If you cannot locate your patient and need to place an order for the patient to receive services at Emory Healthcare, select the **Create a New Chart tab.** Complete required fields and select **Create Chart.**



Review Patient Data

Open **Chart Review**. Select on tabs to open corresponding data.



- Review Results- Labs and Radiology
- Notes- Admission & Discharge Summary, Progress Notes
- Encounters
- Referrals
- Labs, Meds, Imaging, Procedures

Open **SnapShot**. Scroll chart for Demographics, Allergies, Problem List, History, and Immunizations. Hyperlinks drive to additional details.

Sending & Receiving Electronic Messages in Emory HealthCare Link

Instructions for securely sending messages to Emory care teams and reviewing received communications.

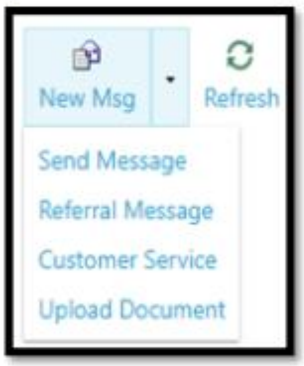
In Basket View and Send Messages

View Message

On the Home page, click **In Basket** located in top tool bar or click **Unread Messages.**

Send Message

Open **In Basket.** Click **New Msg.** and select Message Type from the drop down. **Add patient** by clicking Magnifier Glass.



In Basket Notifications

Notifications

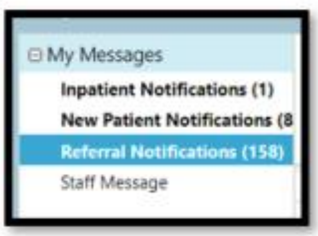
Click on **Menu>Settings>Notification Preferences.** Enter preferred email address and Telephone number to receive notifications. Check email or text for delivery method. Click on **Event Settings** to specify notifications to receive. Choose **Event Filter, Relationship Filter** and **In Basket Settings.**

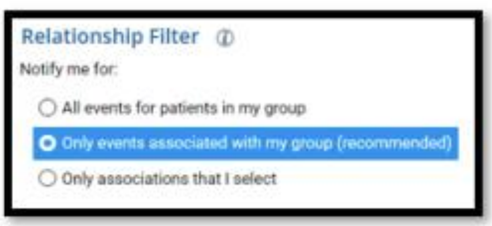
NOTIFICATION PREFERENCES

Click Email or Text to <u>Select or Deselect</u> a notification setting. A check mark & blue highlight indicates you will receive the selected notification <u>via the designated email address/text number you entered.</u>

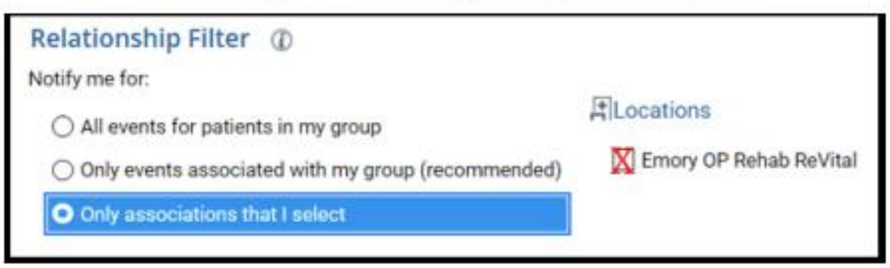
EVENT SETTINGS

<u>Sends messages to the In Basket</u> based on selected Events & Filters.
The defaulted (*recommended*) relationship populates events associated with your group to the <u>In Basket</u>





<u>Prevent messages from populating the In Basket</u>, click 'Only associations that I select' & **do not** select any associations to the right. See red X. <u>**do not check this box**</u>.

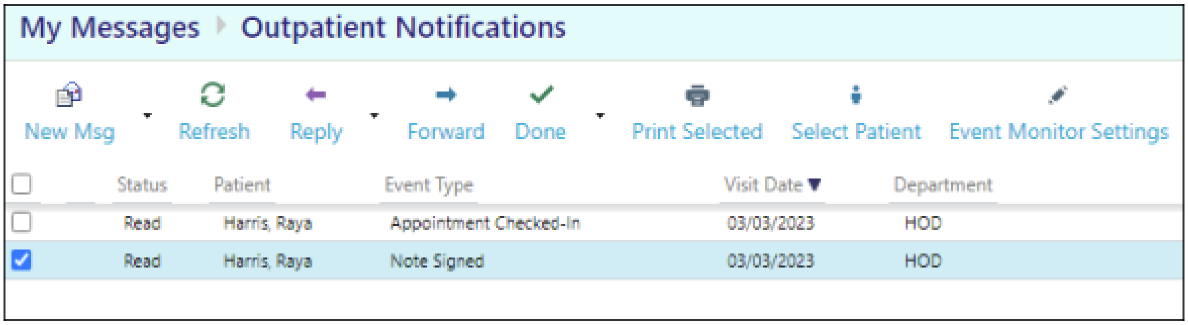


Outpatient Notifications

If the patient is not admitted during a hospital outpatient visit, notification now appear in the **Outpatient Notifications** in Basket folder.

If the patient is admitted during a hospital outpatient visit the notifications will still go to the **Inpatient Notifications folder**.

* ***Remember that you can choose which types of events you want to be notified about from your Event Settings (Menu > Settings > Event Settings).***



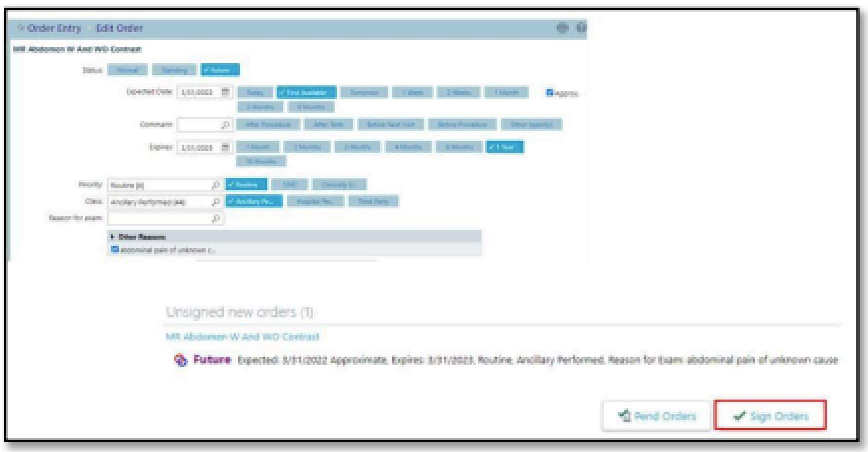
Placing Orders in Emory HealthCare Link

Instructions for electronically entering lab and imaging orders.

Placing Orders

From the patient's chart, select **Order Entry** tab. Select an **Authorizing Provider** & Select **Accept.**

Select **Preference List** for list of available orders then place a check next to desired order(s), Select **Accept Order**. Complete order details, review & **Sign Orders**



For more information on placing orders please refer to the **Placing an Order** Video found under **Quick Links** upon logging into Emory Healthcare Link

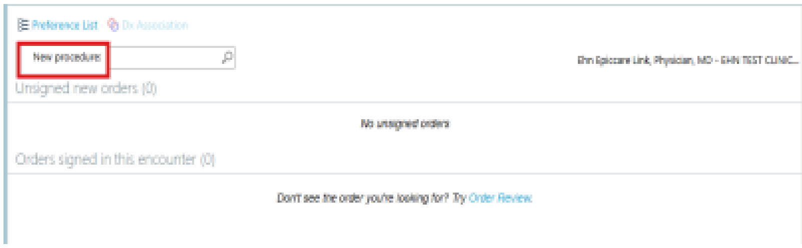
Placing Referral Orders in Emory HealthCare Link

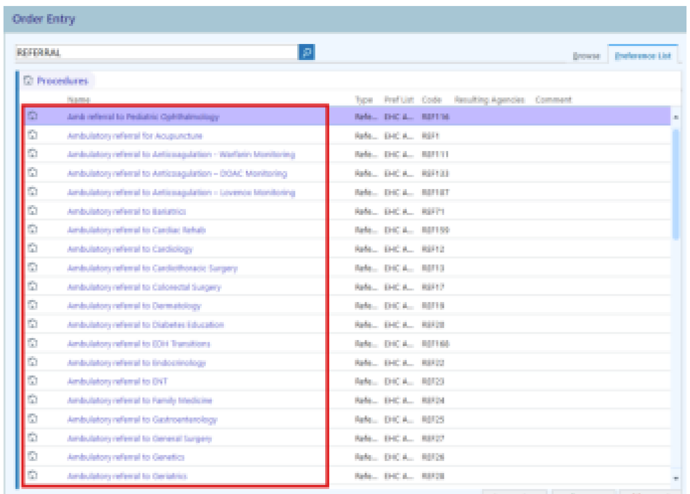
Steps for entering referrals electronically

Placing a Referral

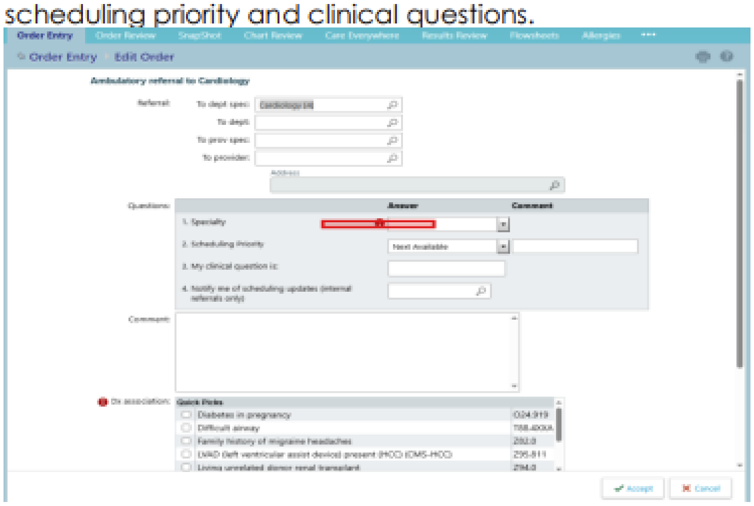
When a provider wants to refer a patient to an Emory provider, they can do so by placing a referral. Navigate to the **Place Order** button from the Home page or within the patient chart use **Order Entry** function.

Next, use the **New Procedure Search** field and type in the word 'referral' or the desired specialty name.





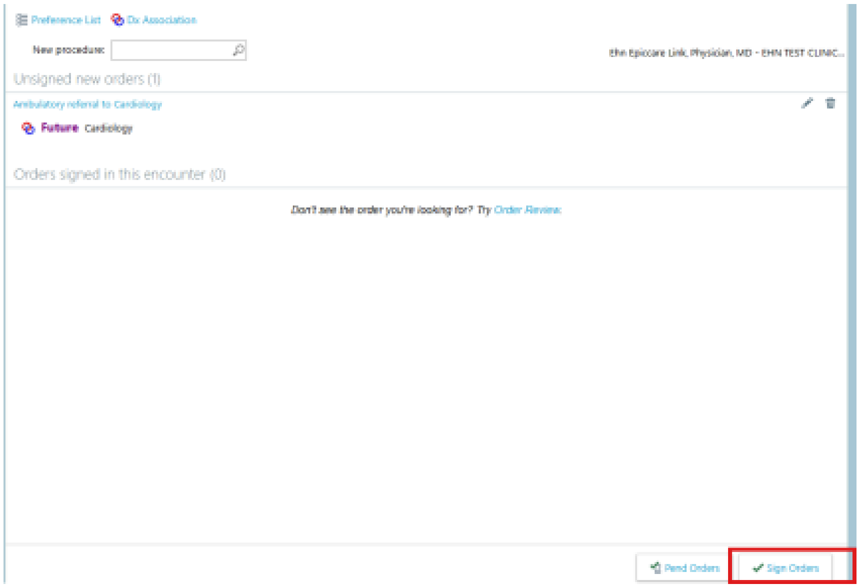
Fill out the referral order form with as much information as possible. The **Questions** box, asks details around specialty, scheduling priority and clinical questions.



On the order details screen the **"To dept spec"** field is autopopulated based on the type of referral. You also have the ability to send to a speific department, provider specilaity and/or provider. If you choose to refer to a specific provider you will be given the option to choose a preferred location with in the "**Address"** field.

After submittion of the form, the referral will reflect under **Unsigned new orders.**

If all is complete and one would like to submit the referral then select the **Sign Orders** button in the bottom right corner of the screen.



The workflow after successful submittion of the referral include:

1. The Order routes to the "Referral to Specialty" work queue
2. Outreach to Patients
   a. Patients will either receive outreach via automated call or live outreach.
      i. Automated Calls
         1. Patients will receive a call/text the day after their order is placed, again the following day, 1 week later, and 2 weeks (if they haven't scheduled).
      ii. Live Calls
         1. In-clinic staff are responsible for managing referrals in their work queue and performing outreach to patients.
4. Referring to providers using Emory Healthcare Link will receive notifications of scheduling status via In Basket. After the last attempt of outreach with the patient being unresponsive our Emory Healthcare team will not attempt to reach out again. Therefore, it is the facility or patient responsibility to schedule the referral.

Electronic Consents in Emory HealthCare Link

Complete standard treatment consents electronically using Emory HealthCare Link.

EMORY
HEALTHCARE

Emory Healthcare Link Surgery E-consent Tip Sheet

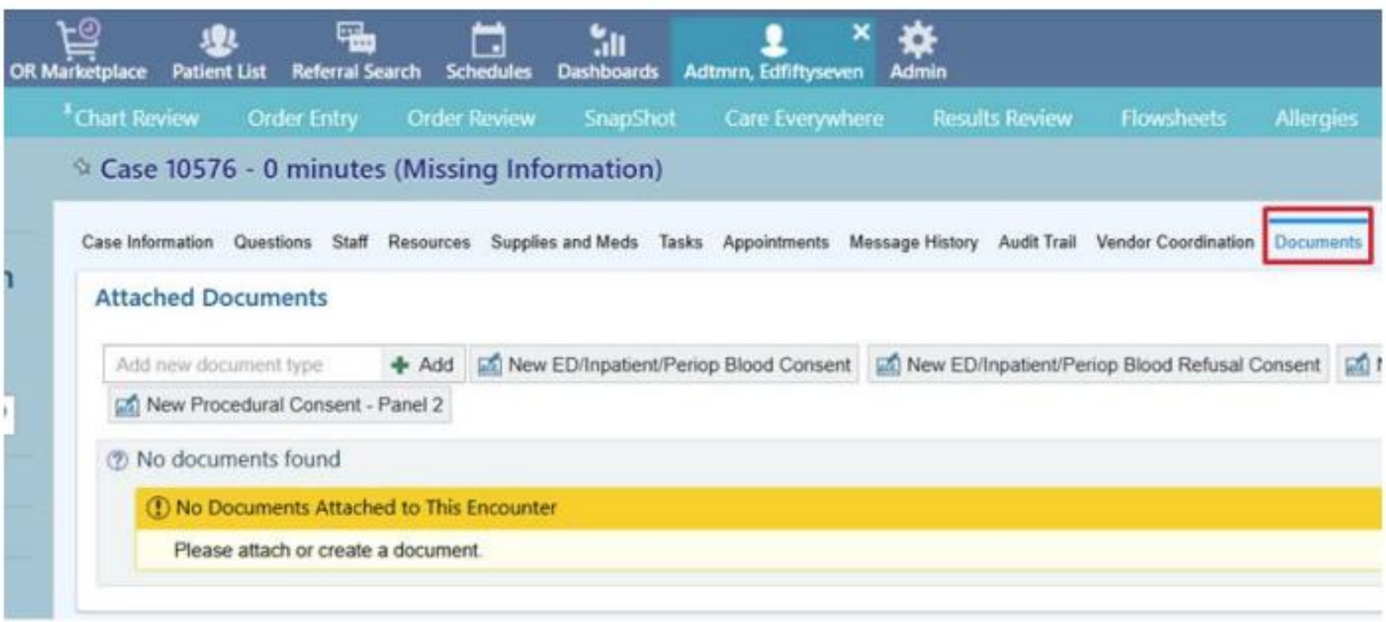
Epic's e-consent (e-signature) functionality lets clinicians create, edit, and collect electronic consents that pull patient data from the chart, store signatures with the visit, and enforce required-question completion before signing. This tip sheet describes how to create an e-consent using Emory Healthcare Link.

Try It Out

1. Create the case using the steps outlined in the **Case Entry Tip sheet**.

1. Open the newly created or previously created case.

2. Select **Documents** from the Scheduled Case Activity toolbar.



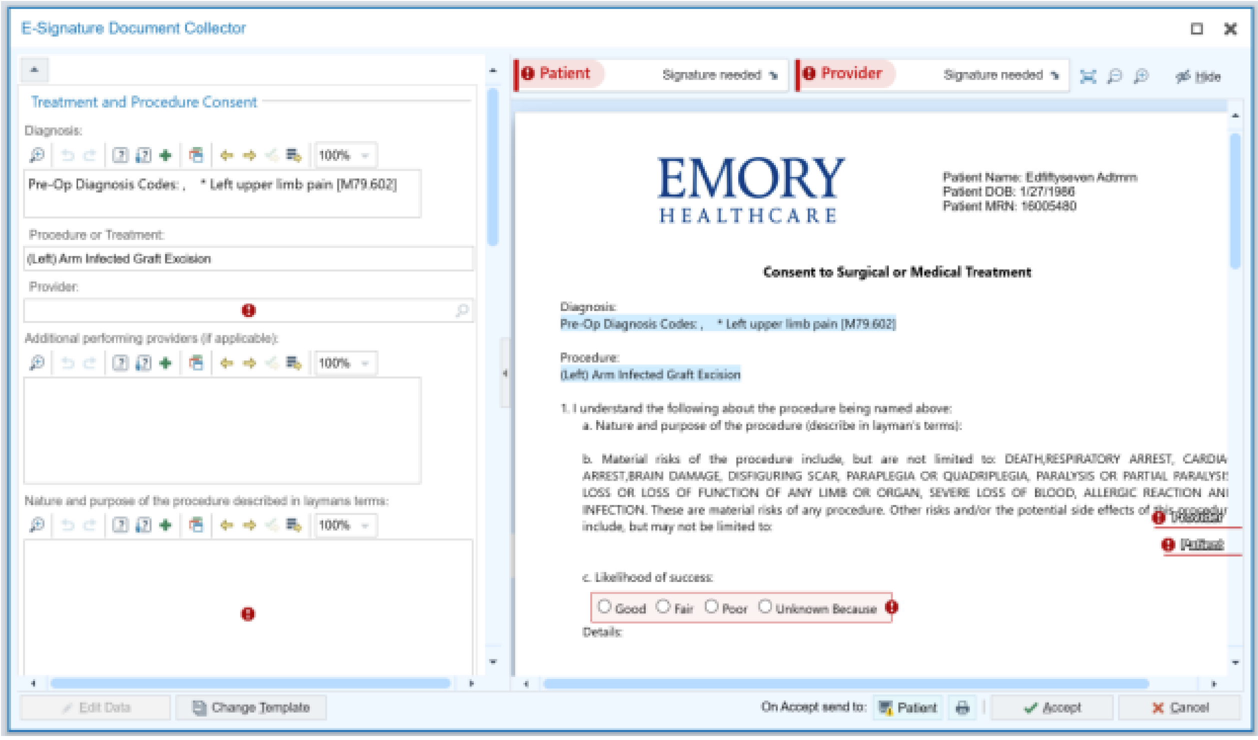
3. Select the appropriate consent.

4. Update all required fields.

5. Capture required signatures using the E-Signature Document Collector.

2. The provider signs the e-consent in Haiku on their personal devices or using the signature pad, when available, before allowing patients to sign.

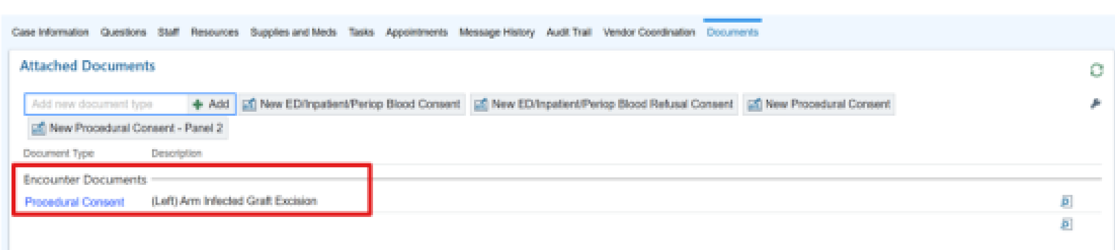
Continued on next page.



3. Select the **Patient** button to text/email the e-consent link to the patient for signature using their personal device.

ⓘ	When an installed e-signature pad is available, it should be used as the preferred option. **It is the APP or MD's responsibility to consent to the patient while staff can assist with facilitating signature.**

6. Select **Accept.**



The completed e-consent now appears in the Encounter Documents section and is also accessible within the patient's Emory Healthcare chart.

To submit an Emory Healthcare Link issue, please log an issue at:
https://emoryhealthcare-pub.kinops.io/#/ehc-link-pub

Uploading Documents in Emory HealthCare Link

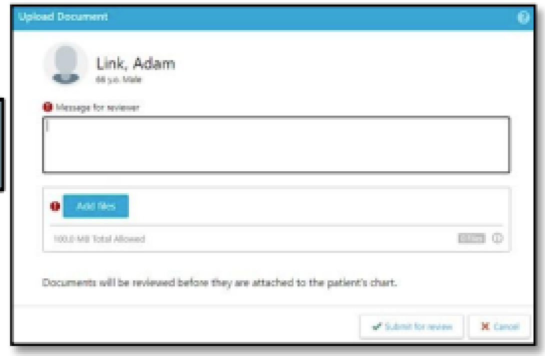
Upload supporting documents quickly and securely.

Uploading Documents

Upload a Document

From within a patient's chart, Select **Upload document** located in bottom left-hand corner.

Create message, **add files** and Select **Submit for review**.



<u>IMPORTANT:</u> The Emory HIM team has a turnaround time of 24 hours before the uploaded document is visible in the patient's Emory Chart.

Laboratory Orders via Fax

Instructions for requesting laboratory orders via fax.

EMORY WRP Medical Laboratory

Outreach Laboratory Request Form

Patient Information (print or use label)

____
Last First Middle

MRN Number : ________________ Sex: M / F

Date of Birth: ______________ **Dx / ICD-10:** ______________

Address: ______________________________________

____

Specimen Collection Information: Date ___________ Time: ________

Client Information:

Client: ______________________________

Address: ______________________________

Requesting Physician: ______________________________

Phlebotomist Name: ______________________________

Redraws & Recollects: ____________________

Fax Results to: ________________________

Criticals called to : ______________________________

	Chemistry		Chemistry (cont)		Hematology/Coagulation
	Ammonia Level		Lactic Acid Level		Body Fluid Cell Count with Differential
	Acetaminophen Level		Lipase		Body Fluid Crystals
	Albumin Level		Lithium Level		Complete Blood Count Order Panel (CBC)
	Amylase Level		Liver Function Panel		CBC w/ Auto Diff
	ALT		Magnesium Level		D-Dimer, Quantitative
	AST		Phenobarbital Level		Hematocrit
	Basic Metabolic Panel		Phenytoin Level (Dilantin)		Hemoglobin
	Bilirubin Total		Potassium Level		Partial Thromboplastin Time* (APTT/PTT,A)
	Bilirubin Total and Direct		Protein Total		Platelet Level
	Blood Urea Nitrogen (BUN)		Renal Function Panel		Protime- INR
	B-natriuretic Peptide (BNP)		Sodium Level		
	Calcium Level Total		Theophylline		**Microbiology**
	Carbamazepine Level		Troponin-I, HS		Aerobic Culture
	Chemistry Profile Lipid		TSH		Spec Type: Source:
	Chloride Level		Uric Acid		Anaerobic/Aerobic Culture
	Carbon Dioxide		Valproic Acid Level		Spec Type: Source:
	CK		Vancomycin Level Peak		Blood Culture
	Comprehensive Metabolic Panel		Vancomycin Level Random		Body Fluid Culture – Source:
	Creatinine		Vancomycin Level Trough		Gram Stain
	Digoxin Level				Urine Culture
	Electrolyte Panel (CO2,CL,K,NA)				Source:
	Ethanol Level (ALC)		**Urinalysis**		**Other**
	Gentamycin Level Peak		Toxicology Drug Screen, Urine		
	Gentamycin Level Random		Urinalysis Dipstick		
	Gentamycin Level Trough		Urinalysis Microscopic		
	Glucose Quantitative Serum				

See reverse for detailed drop off instructions for each campus.

Drop off Instructions

- **All specimens must be clearly labeled with full name, DOB, and date & time of collection.**
- **All specimens should be accompanied by a requisition and packaged as one patient per bag.**
- **Please call us at 478-542-7770 for collection information.**

Emory Warner Robins Hospital
1601 Watson Blvd, Warner Robins, GA 31093
Enter through Same Day Services (back of hospital, next to emergency room) and speak to registration. They will register your samples and direct you to the lab. They are open 6:30a -5:00pm, M-F.

Emory Perry Hospital
1120 Morningside Dr, Perry GA, 31069
Enter through Emergency Room entrance and go to left. The left side is Registration and the Laboratory.

Imaging Orders via Fax

Instructions for requesting general imaging studies via fax.

Scheduling Line 478-322-5175

Scheduling Fax 478-542-7928

HOUSTON HEALTHCARE
Imaging Services

☐Pavilion Diagnostic Center ☐Houston Medical Center ☐Perry Hospital

(*)Indicates required information to schedule procedure

*Patient Name:______________________ *DOB____________ *Appt. Date ____________ Time:____________

*Home Phone:____________________ Work:____________________ Films ☐Yes ☐No

*Referring Physician: ____________________ Scheduler:____________________

*Phone: ____________ *Fax : ____________ Email: ____________________

*Diagnosis: ____________________ Clinical Symptoms/Concerns: ____________________

*Primary Insurance: ____________ *Group____________ *ID ____________

*Secondary Insurance: ____________ *Group____________ *ID____________

Please place an "X" in the box below next to the examination requested. Be sure to "X" contrast requirements as well.

CPT	X	Abdomen & GI Tract	CPT	X	CT	CPT	X	MRI
74022		Abdomen series w/chest	74150		Abdomen without contrast	70551 70552 70553		Brain with contrast without With/without
74020		Abdomen flat & upright	74160		Abdomen with contrast	70553		IAC with/without cont
74220		Barium Swallow (esoph)	74170		Abdomen with/without contrast	70544		MRA w/o contrast
74230		Barium Swallow(speech)	70450		Brain without contrast	70543		Orbits with/without
74280		Barium Enema(air contr)	70460		Brain with contrast	70546		Pituitary with/without
74740		Hysterosalpingogram	70470		Brain with/without contrast	77058		Breast MRI with/without
74400		IVP	72125		Cervical Spine without contrast	72141		Cervical Spine without
74000		KUB (Abdomen single view)	73200		Upper Ext. without contrast R L	73718		Hip R L Bilateral
74250		Small Bowel Series	73201		Upper Ext. with contrast R L	73718		Knee R L Bilateral
74247		Upper GI Series	73202		Upper Ext. with/without cont. R L	72148		Lumbar Spine without contrast
74455		VCUG	73700		Lower Ext. without contrast R L	70549		MRA Carotids
		Other ____________	73701		Lower Ext. with contrast R L	73725 72197		MRA Runoff Lower Ext. Pelvis with/without
		Chest	73702		Lower Ext. with/without con. R L	73221		Shoulder R L Bilateral
71020		Chest PA and Lateral						
71100		Ribs Right Left	72131		Lumbar Spine w/o contrast	72146		Thoracic Spine without
71111		Ribs – Bilateral 4 views	72192		Pelvis without contrast			Other Ext____________ R L
			72193		Pelvis with contrast			
			72194		Pelvis with/without contrast			Other ____________
		Spine and Pelvis	70486		Sinus cor/ax without contrast			
72050		Cervical Spine complete	70487		Sinus cor/ax with contrast			**Mammography**
73510		Hip R L Bilateral	70490		Soft Tissue Neck w/o contrast	G0202		Screening Mammogram
72110		Lumbar Spine complete	70491		Soft Tissue Neck with contrast			**Diagnostic Mammogram**
72170		Pelvis	70492		ST Neck with/without contrast	G0206		Unilateral R L
72072		Thoracic Spine 3 views	72128		Thoracic Spine without contrast	G0204		Bilateral
72220		Sacrum/Coccyx	71250		Thorax without contrast	77080		Bone Density
72200		Sacroiliac Joints	71260		Thorax with contrast			
		Other ____________	71270		Thorax with/without contrast			
			71250		Thorax High Resolution w/o			
			76376		3D reconstructions			**See reverse for additional**
					Other ____________			**Ordering modalities**

Note: Centers for Medicare & Medicaid Services payment guidelines do not allow a signature stamp as a valid physician's signature on a medical order.	Ordering Physician (Print Name Below)	Physician Signature (Below)	Date

Only approved test approved by the Centers for Medicare & Medicaid Services medically necessary for the diagnosis and treatment of a Medicare or Medicaid patient will be reimbursed. Test performed in the absence of signs, symptoms, complaints, diagnosis, or personal history of the disease or injury are not covered except for preventative screening tests covered by Medicare or Medicaid. Medically necessary tests for which Medicare or Medicaid reimbursement is claimed may be subject to civil penalties under the federal False Claims Act and/or the State False Medicaid Claims Act.

Scheduling Line 478-322-5175

Houston Healthcare
Imaging Services
Page two of two

Scheduling Fax 478-542-7928

Patient Name:______________________________

CPT	X	Nuclear Medicine	CPT	X	Ultrasound	CPT	X	Lower Ext. Podiatry
78306		Bone Scan Whole Body	93923		ABI complete (Seg Pressure)	76880		**US** R L Bilateral
78305		Bone Scan Limited body part____________	93922		ABI Limited (single level)	73718		**MRI** R L Bilateral
			76700		Abdomen complete	C8913		**MRA** R L Bilateral
78315		Bone Scan Three Phase body part____________	76705		Abdomen limited RUQ________________			**Myelograms (w/post CT)**
78264		Gastric Emptying Study liquids solids both	76770		Aorta	72240		Cervical
			93931		Arterial Doppler **Upper**	72265		Lumbar
78223		HIDA Scan w/CCK	93926		Arterial Doppler **Lower** R L Both	72255		Thoracic
78215		Liver Spleen Scan				76376		3D reconstructions
78585		Lung Scan Vent/Perf	76645		Breast R L Both			
78472		MUGA scan	93880		Carotid Doppler			**Other exams/comments**
78481		Nuc Med Stress Test	76705		Gallbladder			
78070		Parathyroid Scan	76775		Kidney/Renal			
		Renal Scan – Captopril	76705		Liver			
		Renal Scan – Lasix	75801		Pregnancy 1st Trim. single			
78709		Renal Scan	76805		Pregnancy >1st Trim. single			
78006		Thyroid Scan	76705		Pancreas			
		I-123 Scan & uptake	76856		Pelvic Non-OB			
		Other ____________	76870		Testicular			
			76536		Thyroid			
			76830		Transvaginal			
			93971		Venous Doppler **Upper** **Lower** R L Both			

INTERVENTIONAL RADIOLOGY

X	Interventional Procedures	X	Interventional Procedures
	Abscess Drain		Percutaneous Nephrostomy
	Arterial Venous Declot		Percutaneous Transhepatic Cholangiogram
	Arteriogram (body part)________________		Perm Cath
	Blood Patch		PICC **Tunneled** **Non tunneled**
	Central Line		Port-a-Cath
	Chest Tube (side) **R** **L**		Temp Vas Cath
	IVC Filter		Thrombolysis
	Kidney Biopsy (side) **R** **L**		Uterine Artery Embolization
	Kyphoplasty		Ureteral Stent (side) **R** **L**
	Liver Biopsy		Varicocele
	Lung Biopsy (side) **R** **L**		Venogram
	Nephrostomy Tube		**Radiology Consult for:**
	Nerve Block		

H-259 Rev. 7/28/09

Breast Imaging Orders via Fax

Instructions for requesting breast imaging orders via fax.

EMORY HEALTHCARE

Scheduling Line (478) 329-3200 **Scheduling Fax (855) 255-8060**

BREAST IMAGING ORDER FORM

□ Emory Healthcare Diagnostics □ Emory Healthcare- Warner Robins □ Emory Healthcare- Perry

(*) Indicates required information to schedule procedure

*Patient Name: ______________________ *DOB: __________ *Appt. Date: __________ Time: __________

*Primary Phone Number: ______________ Email: ______________________

*Referring Physician: ______________________ Scheduler: ______________________

*Phone: ______________ *Fax: ______________

*Diagnosis: ______________________ Date/Location of Last Mammogram: ______________________

*Primary Insurance: ______________ *Group: ______________ *ID: ______________

*Secondary Insurance: ______________ *Group: ______________ *ID: ______________

~ MAMMOGRAPHY ~

□ **Bilateral Screening Mammogram**

Screening mammograms are used for asymptomatic women as a screening tool for the early detection of breast cancer. The following diagnoses are used for screening mammogram orders.

- No symptoms, routine, fibrocystic changes, family history of breast cancer, breast implants, diffuse breast pain

X I authorize Houston Healthcare to proceed with diagnostic mammogram and/or breast ultrasound if indicated.

□ **Diagnostic Mammogram** □ **Right** □ **Left** □ **Bilateral**

Diagnostic mammograms are performed for women with any but not limited to the following symptoms.

- Personal history of breast cancer, palpable lump or mass, focal pain (please specify location), nipple discharge, 6 month follow-up, 6 month follow-up post biopsy, stereotactic biopsy, abnormal screening mammogram

~ BREAST ULTRASOUND/ MRI ~

□ **Breast Ultrasound** □ **Right** □ **Left** □ **Bilateral**

Breast ultrasounds are used to further evaluate any abnormal breast symptoms. Please specify the area of interest.

- Palpable lump or mass or breast thickening, abnormal mammogram

X Breast MRI □ **Bilateral**

Breast MRI is used to further evaluate abnormal breast symptoms. This exam is always performed bilaterally using IV contrast.

- Personal history of breast cancer, rule out ruptured implants, inconclusive mammogram and breast ultrasound

~ BREAST BIOPSY ~

X Ultrasound Guided Breast Biopsy □ **Right** □ **Left** □ **Bilateral**

X Stereotactic Guided Breast Biopsy □ **Right** □ **Left** □ **Bilateral**

Ordering Physician Signature: ______________________ **Date:** ______________

Only test approved by the Centers for Medicare & Medicaid Services deemed medically necessary for the diagnosis and treatment of a Medicare or Medicaid patient will be reimbursed. Test performed in the absence of signs, symptoms, complaints, diagnosis, or personal history of the disease or injury is not covered except for preventative screening tests covered by Medicare or Medicaid. Medically unnecessary tests for which Medicare or Medicaid reimbursement is claimed may be subject to civil penalties under the federal False Claims Act and/or the State False Medicaid Claims Act.

Notes & Follow-Up

Use this space to document key takeaways, questions, and follow-up items.

Notes & Follow-Up