In Depth

UW Health NICU Telemedicine Consult

Important This workflow is for Regional IP NICU Telemedicine Consults only.

Access Center Workflow

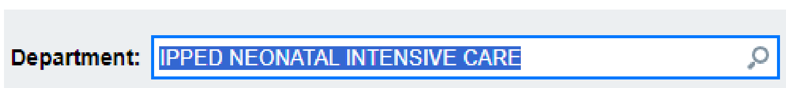
The Access Center will receive a call from the regional hospital for NICU Telehealth services. They will register the patient if not already in the UW Health system, process the intake, and connect the provider with the regional hospital. If it is determined that the patient will not need UW Med Flight, Access Center may drop off the call.

Consulting Provider Workflow

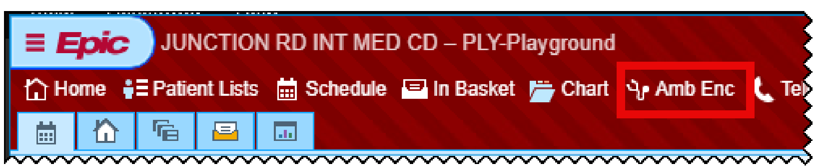
The following steps outline how the consulting provider creates the telehealth consult encounter.

Accessing the Patient

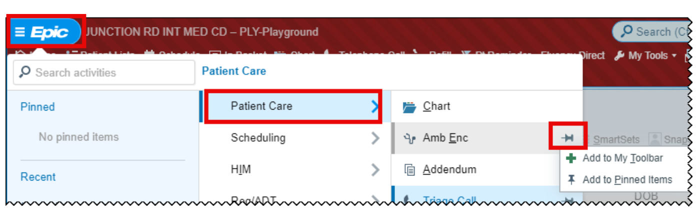
1. Log into **IPPED Neonatal Intensive Care** department.



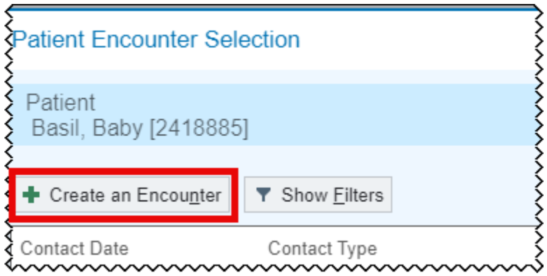
2. On the main toolbar, click **Amb Enc**.



Tip If you do not have the Amb Enc button on your toolbar, click the **Epic** button > **Patient Care** > **Amb Enc**, hover to find the **pushpin**, then click to **Pinned** or the **Main Toolbar**.

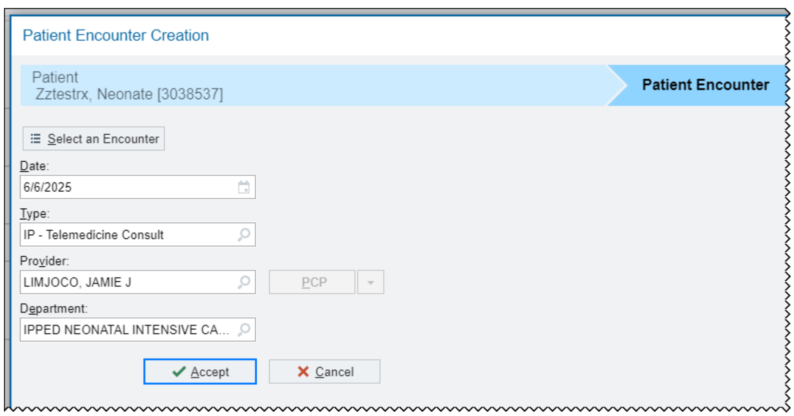


3. In Name/MRN field, enter Patient's Name.
4. Verify the date of birth.
5. Click **Accept**.
6. In *Patient Encounter Selection*, click **Create an Encounter**.



Create an Encounter

1. In *Date* field, enter **today's date**, if necessary.
2. In *Type* field, enter **IP - Telemedicine Consult**, if it is not already populated.
3. In *Provider* field, enter your name (Consulting Provider).
4. In *Department* field, enter "IPPED NEONATAL INTENSIVE CARE" [6000236].
5. Verify the information.
6. Click **Accept**.

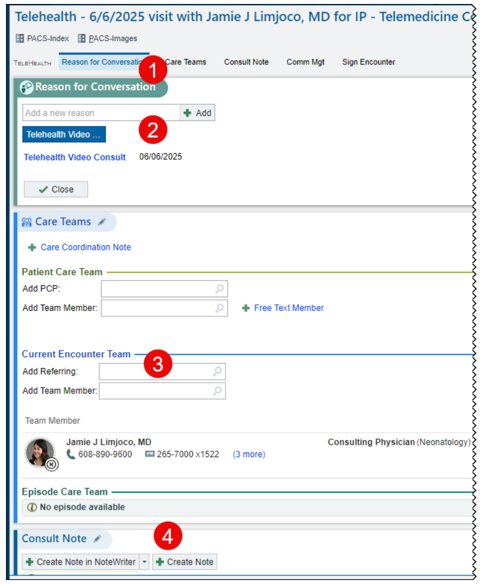


Important	The consulting provider must create the IP Telehealth Consult encounter.

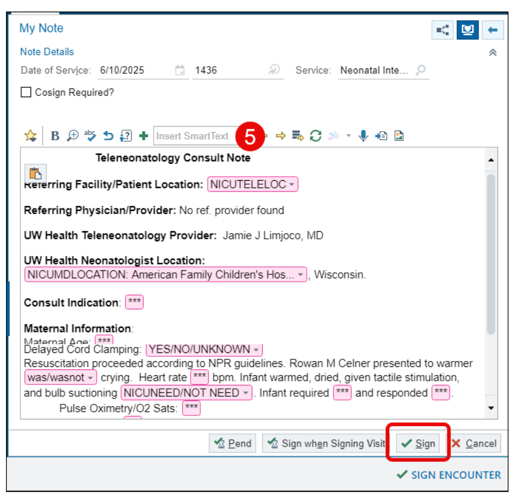
IP – Telemedicine Consult Encounter Navigator

The Consulting provider will need to complete information in the Consult Encounter.

1. Click **Reason for Conversation**.
2. Click **Telehealth Video**.
3. In *Care Teams* section, enter the referring (attending) provider's name.
4. Click the **pencil** icon at *Consult Note*.



5. In *My Note* section > *Insert SmartText* enter “**nicutele**."
    - Research Locations: NICUTELERESEARCHCONSULT
    - Non-research locations: NICUTELECONSULT
6. Double-click the appropriate option.
7. Complete the documentation section.
8. Click **Sign**.



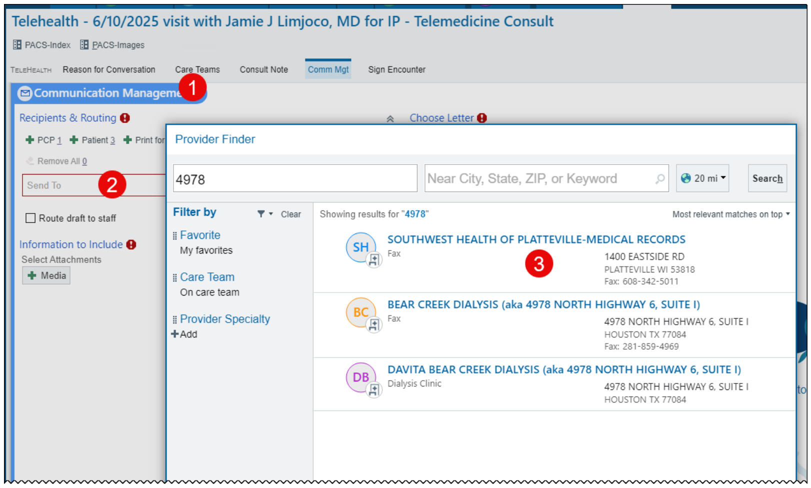
Caution	Once your documentation is signed, you must route your notes to the regional hospital using Communication Management.

Communication Management

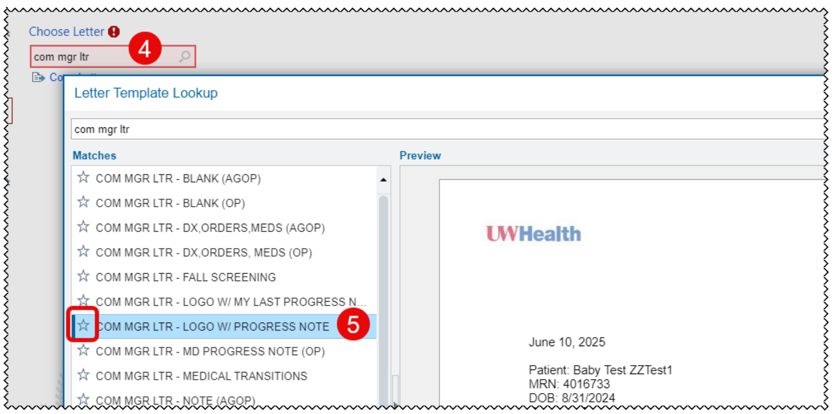
1. Click **Communication Management**.
2. In ***Recipients & Routing*** > ***Add recipients*** field, enter the referring organization.

- SOUTHWEST HEALTH OF PLATTEVILLE-MEDICAL RECORDS [4978]
- REEDSBURG AREA ME CTR OP [201]

3. In *Provider Finder*, click the appropriate facility.



4. In *Choose letter* field, enter "Com Mgr LTR."
5. Select **COM MGR LTR – LOG W/PROGRESS NOTE**.



Tip Click the **star** icon to make this letter a favorite.

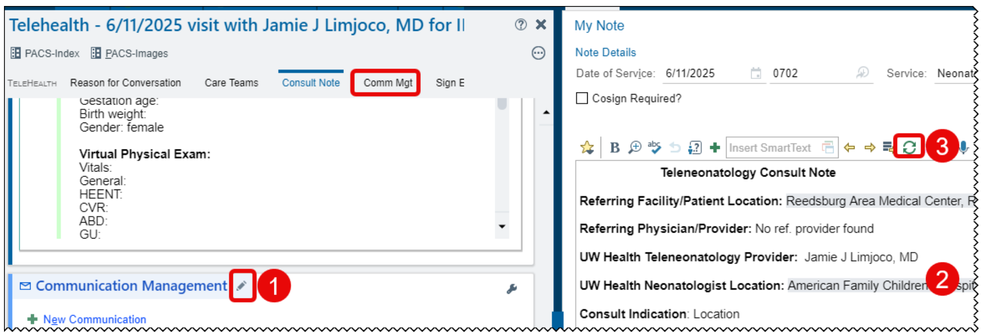
6. Verify the referring (attending) provider has been entered and your documentation is complete.
7. Click **Send at Sign**.

Note If you need to make changes to your notes after you have signed the letter, you will need to refresh the Comm Mgr letter before signing the encounter. This will update the letter before sending to the Regional Hospital. See Refreshing the Letter in Communication Management section below.

8. Once the encounter is complete, click **Sign Encounter**.

Refreshing the Letter in Communication Management

1. In *Communication Manager*, click the **pencil** icon.
2. Edit the letter.
3. Click the **refresh** icon on the top toolbar.



4. Click **Send at Sign Visit**.
5. Click **Sign Encounter**.

Important	If you do not sign the visit, the encounter information is not considered complete, the letter will not route to the regional hospital, and you will receive an In Basket message under My Open Encounters.

Making Changes after the Encounter is Signed (Creating an Addendum)

If changes to the encounter are needed after signing the encounter, you will need to create an Addendum.

Create an Addendum Option 1

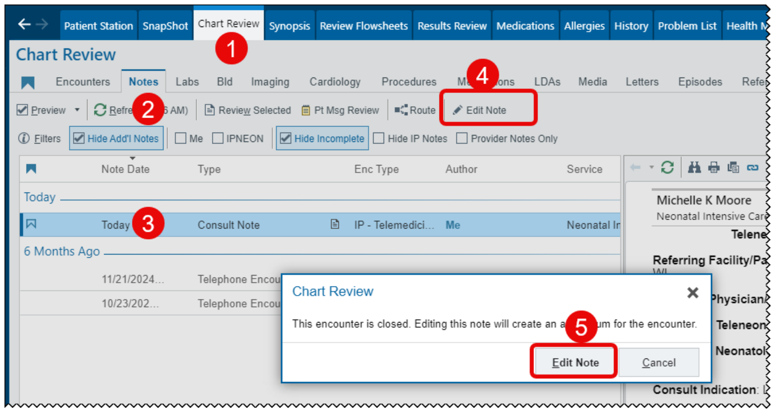
1. Click **Epic**.
2. Hover over **Patient Care**.
3. Click **Addendum**.

4. Enter the patient's name, verify information, then click **Accept**.
5. Select the appropriate encounter, then click **Accept**.

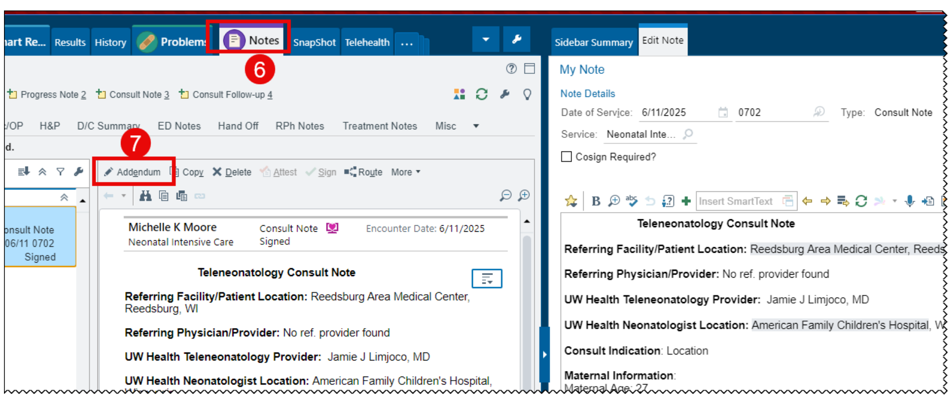
Note	From here go to Create Addendum Option 2 section, step 6.

Create Addendum Option 2

1. Click **Chart** > Enter Patient Name > **Chart Review.**
2. Click **Notes** tab.
3. Select the appropriate encounter.
4. Click **Edit Note**.



5. Click **Edit Note**, then click **Create Addendum**.
6. Click **Notes** activity, the select the appropriate note.
7. Click **Addendum**, then make changes to the encounter/note as needed.



Caution If you modified your note and need to resend the updated information to the regional hospital, follow the steps above in Refreshing a Letter In Communication Management section of the tip sheet. Resend the updated letter before signing the Addendum.

8. Click **Sign**.
9. Click **Sign Addendum**.