

Application: EpicCare Link

Affected Role: Post-Acute Care Clinicians, Continuing Care users

Revision Date: 2/6/2021

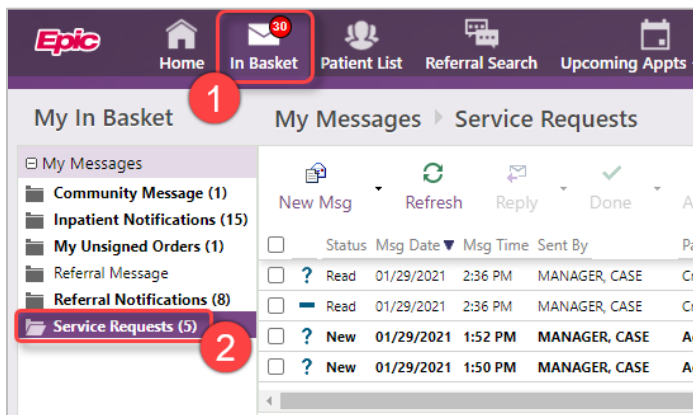
Epic Version: August 2020

Introduction

EpicCare Link users may receive service requests from Trinity inpatient settings. Requests are typically sent by Case Managers, requesting post-acute placement (continuing care sites), or transportation (EMS users). Users are notified of these requests via EpicCare Link In Basket message, from which they will also need to accept or decline the request.

Respond to a Service Request

1. Navigate to **In Basket**.
2. Select the **Service Requests** folder.




3. View the baton icons next to each message, which indicate who is working on the message:
 - ? Nobody has taken the baton (click to take)
 - + You have taken the baton (click to put back)
 - Another user has taken the baton (hover to see who or click to take)
4. Click ? to indicate you are working on the message and have therefore "taken the baton."
5. Review the request.
 - The Status request for new messages that have not yet been accepted or denied will be "pending."
 - To learn more about the request, view the attached report in the bottom panel (typically a post-acute placement report sent by the Case Manager).
 - To view the patient's chart, click "Select Patient" from the toolbar. Please note, this does not accept the patient as commonly misinterpreted.
6. Optionally, click Reply from the toolbar to reply to the sender if you have questions about the request or need additional information.
7. Click **Accept** or **Decline** from the toolbar, according to your determination.
 - The Trinity user who sent the request will see this updated request status in Epic.

If you declined the request...

1. You will be prompted to provide a reason for declining. Select one or multiple reasons from the picklist provided.

Decline Reason for Admission, Seth [100007131]

Enter one or more reasons for declining the request. Declining this request will mark all messages associated with this encounter as Done.

Reasons: 

- Capacity Full
- Criminal / Sex Offender History
- Fall Risk
- History of violence and/or drug/alcohol abuse
- Other (Comment)
- Out of Network / No benefit coverage
- Out of Service Area
- Patient does not meet the level of care required
- Unable to accommodate patient's medical needs
- Unable to accommodate patient's psychosocial needs

- After declining and providing your reasons for declining, all In basket messages related to the request will be marked as "Done," and therefore removed from the Service Requests folder.
- The Epic user who sent the service request will see the updated request status and reason(s) for declining.

If you accepted the request...

1. If the service request was sent to multiple prospective facilities in addition to yours, the request status will be "Accepted" until the patient has selected an accepting facility.
2. Keep Accepted requests in your In Basket until the Request Status changes to "Selected" or "Not Selected".
 - **Selected** = the patient has chosen your facility for the request.
 - **Not Selected** = the patient did not choose your facility. You can mark this message as Done.
3. Mark the message as **Done** to remove it from your In Basket after completing any needed follow-up activities.
 - Follow-up activities for preparing for the patient/services will vary per organization's unique workflows outside of EpicCare Link.

Request Status	What does it mean?	What should I do? *
Pending	Your facility has not yet accepted or declined the service.	<ul style="list-style-type: none"> • Review the request to determine if services requested can be provided. Contact the sender if more information is needed. • Click Accept or Decline according to your determination.
Accepted	Link user reviewed the request and determined requested services can be provided by facility specified.	<ul style="list-style-type: none"> • Keep the request in your In Basket until the status changes to Selected or Not Selected.
Selected	The patient has selected your facility, possibly among other facilities who also received/accepted the request.	<ul style="list-style-type: none"> • Perform needed follow-up activities in preparation for the patient's arrival/services (per organization's unique workflows). • Mark the message as Done when all follow-up actions have been taken.
Not Selected	Though your facility has accepted the service request, the patient has not chosen your facility.	<ul style="list-style-type: none"> • Mark the message as Done to remove it from your In basket.

* Assumes you have taken the baton for the message