

## Boston Medical Center Maternity Care Guideline

### Guideline: Inter Departmental Communication

Accepted: September 10, 2021

Updated: September 10, 2021

#### Introduction

Knowing how to communicate through the EMR is an essential component to care. If at all possible, the recommendation is to use a pool, rather than an individual, when sending a message within Epic. This guideline outlines which epic pool should be used for which indication.

Outpatient administration has assured that these pools are checked multiple times a day.

Epic has become the mainstay of our clinical communications. This guideline is intended to define and write down how and whom to message to ensure that the clinical needs of patients and providers are met in a timely fashion.

#### Logistical Practice for BMC Providers (INTERNAL – BMC to BMC)

To send a message to a pool in epic, go to "New Message" in your in-basket and find the correct pool below:

Pool Name	Use	Notes
<b>p BMC OBGYN FRONT DESK</b>	Request to have a patient placed on recall list or waitlist  If expecting a patient to WALK IN without an appointment and want to alert the front desk	Forms should be left in a box at the front desk labeled "Forms"
<b>p BMC OBGYN CALL CENTER</b>	To schedule appointment for a patient	Eg: no show, wasn't scheduled by MA, or need to change appointment
<b>p BMC OBGYN YAW Nurse Triage (Main Clinic)</b>	If you need to give a patient a clinical message and routine abnormal results (eg: anemia, yeast, bv)  Note: Please give sensitive results & complex plans yourself (abnormal ultrasounds, imaging, herpes, surgical decisions)	You must enter and sign prescriptions yourself; no verbal orders please  If there is no pharmacy so you cannot e-scribe, sign a phone-in order and a nurse can ensure the rx reaches desired pharmacy
<b>p BMC OBGYN Yaw GYN Specialty Nurse Triage</b>	If provider in specialty clinic needs to give a patient a clinical message and routine abnormal results  Note: Please give sensitive results & complex plans yourself (abnormal ultrasounds, imaging, herpes, surgical decisions)	You must enter and sign prescriptions yourself; no verbal orders please  If there is no pharmacy so you cannot e-scribe, sign a phone-in order and a nurse can ensure the rx reaches desired pharmacy

<b>p BMC AMB OBGYN Urgent Scheduling pool</b>	Use for Urgent GYN scheduling request that need to be handled in 24 hours; if patients are being discharged and an appointment is needed prior to discharge; if ED follow-ups are needed	
<b>p BMC OBGYN GYN Oncology</b>	Clinical care coordination to specialty nursing team re: patients of GYN Onc service.	Not for administrative requests.
<b>p BMC OBGYN REI</b>	Clinical care coordination to specialty nursing team re: patients of fertility service.	Not for administrative requests.
<b>p BMC OBGYN Urogyn</b>	Clinical care coordination to specialty nursing team re: patients of Uro GYN service.	Not for administrative requests.
<b>p BMC OBGYN REFERRAL TEAM</b>	To give feedback to the referral coordinators on an inappropriate referral  To ask one of the referral coordinators to reschedule a referral	*If you are seeing a big and/or persistent mistake, please let management know
<b>p BMC OBGYN PAP NORMAL</b>	Forward all your normal pap results with your "normal-repeat 3 years" result note for them to send a letter	They receive ALL pap results; if you don't send them a result note within 3 weeks of result, they will reach out to you
<b>p BMC OBGYN PAP ABNORMAL</b>	Use for all patients you want booked for colpo or booked for certain re-pap in a certain period of time  All colpo results you want followed and/or the patient called	Consider messaging patients in MyChart yourself and also have the Abnormal Pap team call
<b>P BMC OBGYN Colposcopy</b>	To schedule colpo	
<b>P BMC OBGYN Colposcopy Postpartum</b>	If postpartum colpo is needed	
<b>P BMC Amb OB PNF Pool</b>	Use to request routine prenatal follow-ups.	Continue to use p BMC OBGYN High Risk OB for patients in the following categories: MFM, Refugee, Respect and Positive HOPE
<b>p BMC OBGYN Prenatal Care Admin</b>	If a prenatal patient needs to be added to the schedule within one week, is lost to care and follow up action is needed, if a patient is scheduled incorrectly and action is needed, if a patient miscarries or transfers care and appointments need to be canceled	Please include the indication, when to schedule the appointment, and if the patient needs to be called.
<b>P BMC OB Postpartum Admin Pool</b>	<ul style="list-style-type: none"> <li>Send requests to this pool if patients need to be scheduled for a postpartum visit or for any matters related to the patient's postpartum visit</li> <li>Use to request that pregnant or postpartum patients with risk factors such as cardiovascular disease, Gestational Diabetes/ Diabetes or HTN are scheduled with their primary care doctor or connected with a new PCP if they do not have a current one.</li> </ul>	Continue to use p BMC OBGYN High Risk OB for patients in the following categories even if the issue pertains to postpartum care: MFM, Refugee, Respect and Positive HOPE

	<ul style="list-style-type: none"> <li>• Flag this pool with any issues a patient is experiencing in the postpartum period for which they may need to be connected to a specialist or other resources. Examples include: postpartum depression, lactation issues, nutrition counseling, a need for diapers for the baby, family planning needs.</li> <li>• Use if a patient is lost to care before completion of at least two postpartum visits and follow up action is needed</li> <li>• Use if a patient is scheduled incorrectly for postpartum visit and action is needed</li> </ul>	
<b>p BMC AMB OBGYN PRIOR AUTH MESSAGING POOL</b>	<p>Send request a request for follow-up after submitting orders for radiology testing that may require prior authorization.</p> <p>If you have ordered a radiology test and not had the patient book it prior to leaving clinic.</p>	
<b>p BMC OB RECORD REQUEST POOL</b>	Send requests for updates on Record Requests submitted.	Request for records can be done by dropping the consent form and any required documents in the Record Request folder located at the front desk.
<b>p BMC OBGYN NORMAL LABS</b>	<b>If your patient does not have My Chart access for results, send a message to this pool as a result note attached to the lab and patient will get a letter sent</b>	
<b>p BMC OBGYN MOBILE VAN SCHEDULING POOL</b>	Send request to this pool to schedule patients for mobile van visit	
<b>p BMC OBGYN HIGH RISK OB</b>	Request clinical and administrative coordination of care for <ul style="list-style-type: none"> <li>○ MFM</li> <li>○ Refugee</li> <li>○ Positive HOPE</li> </ul>	
<b>p BMC OBGYN Respect Clinic</b>	Clinical and administrative care coordination for RESPECT patients	
<b>p BMC OBGYN Social Work</b>	Social work support requests sent to the social worker on call	
<b>p BMC BEACON ADMIN</b>	Request coordination of care for patients who need Beacon services	
<b>p BMC AMB GPU GYN SCHEDULING POOL</b>	Use to request coordination of care for patients who need GPU Gyn services	

<b>p BMC OBGYN BIRTH SISTERS</b>	Notify birth sister admin team of patients who are looking for birth sister services	Also place referral
<b>p BMC OBGYN CHILD BIRTH EDUCATION</b>	Notify CBE team of patients who are looking for child birth education services of if they are having issues scheduling a call	Also place referral
<b>p BMC AMB REI ADMIN</b>	Use to request coordination of care for patients who need REI services	
<b>p BMC OB URGENT COVID SCHEDULING</b>	Use to request SAME DAY schedule changes for COVID+ patients needing telemedicine, rescheduling of clinic appointments.	
<b>p BMC OBGYN COVID</b>	Send patients name (CHC, FM, Adolescent or OBGYN) when newly diagnosed or PUI COVID+. Care coordination will be managed from here by Megan/Sam/Marissa based on ambulatory policy and guidelines.	
<b>p BMC OBGYN RAD SCHEDULERS</b>	Where all Radiology Orders flow to. Orders must be released with proper authorization. Staff can release these orders when patient ready to schedule. <i>DO NOT SEND MESSAGES TO THIS POOL.</i>	
<b>p BMC OBGYN ATU</b>	For urgent ATU appts	
<b>p BMC OBGYN Genetic Counselors</b>	Send request for clinical care coordination for patients in need of GC services (i.e patient care management, coordination, referral, or need for follow-up)	Do Not Flag this pool for NIPT/cfDNA Test Results instead flag p BMC OBGYN Prenatal Care Admin

## FROM CHCs to BMC

There are some pools you can message from CHCS.

To do so – please go to New Message → CE Outside Message (for tip sheet, see appendix 1)

Pool Name	Use	Notes
<b>BMC OBGYN Covid Pool</b>	If Covid Positive diagnosed at at CHC or other outside site.  Allows BMC to track our covid positive cases and to ensure the correct infection control protocols are followed	If you need to contact someone by phone – the number is (617-414-4396)
<b>BMC OB/ATU Pool</b>	Patient needs an ultrasound in < 2 weeks time (position check, growth scan, lost to care, late registrant, etc) OR  Patient needs labs done at time of ultrasound (Eg: QUAD, AFP, glucola, etc) OR  Patient needs to schedule more ATU testing due to new diagnosis/indications  Patient needs viability or dating scan	
<b>BMC OBGYN L&amp;D Triage Pool</b>	CHC is sending patient to BMC triage and wants to CC chart to BMC	

## FROM BMC to CHCs

BMC providers can message the Women’s Health pools as they see fit, please consider with the following indications:

- When patient has had a critical event (IUFD, unusual and or sever complication during L and D course)
- Patient seen in triage on L and D who requires immediate outreach for f/u or appointment
- Patient discharged postpartum and requires close follow up (eg: HTN, psych issues, etc)
- ATU issues – abnormal lab results or ultrasound findings
- Urgent MFM consult follow up needed
- GYN inpatients requiring timely follow up in their CHC
- ED alerts for patients needing follow up

<b>*CHC</b>	<b>Pool Name</b>	<b>OBGYN Contact #</b>
<b>DotHouse</b>	<b>SA155 DotHouse OB/GYN [1550096]</b>	<b>(617)-740-2552 (WH Nursing w/ voicemail that is checked multiple times a day Mon through Sat)</b>
<b>Roslindale</b>	<b>SA152 Greater Roslindale OB/GYN [1520047]</b>	<b>(617)-363-1219 (aka, "The Bat Phone" checked regularly)</b>
<b>South Boston</b>	<b>SA150 South Boston OB/GYN [1500076]</b>	<b>(617)-464-7671 (ask for Carolyn Feeney who is the OB nurse. If she isn't available then any nurse is fine)</b>
<b>Upham's Corner</b>	<b>SA156 Upham's OB/GYN [1560092]</b>	<b>(617)-287-8000 (ask for Sarah Ketter ext. 8262)</b>
<b>Codman Square</b>	<b>SA159 Codman Square OB/GYN [1590083]</b>	<b>(617)-822-8709</b>
<b>East Boston</b>	<b>EBNHC OBGYN</b>	<b>(617)-568-4734</b>

## Appendix – TIP SHEET

### Creating a New Outside Message in OCHIN Epic

From within the In-Basket, select the dropdown to the right of the **New Msg** activity and then choose **CE Outside Messages**. Once prompted, choose the appropriate patient to pull into the **Message Entry** activity. In the **Add Recipients** field, choose the appropriate pool (*Boston Medical Center OB/GYN ATU, BMC OBGYN COVID, BMC OBGYN L&D TRIAGE*) and then document your message. (a CCD will also be attached to the outgoing message.)

The screenshot displays the Epic In-Basket interface. On the left, the 'In Basket' panel shows a dropdown menu for 'New Msg' with the following options: Staff, Phone, Triage Message, Schedule Message, Letter Message, EMR Billing Changes Msg, CE Outside Messages (highlighted with a red box), and Patient Reminder. To the right, the 'Message Entry' form is open, titled 'Send an Outside Message'. The form includes fields for 'Add Recipients' (with a placeholder 'Enter a recipient name'), 'Selected Recipients' (showing 'Boston Medical Center Ob/Gyn Atu' with a red box), 'Subject' (with a placeholder 'Enter a subject'), 'Patient' (set to 'Mouse, Minnie'), and 'Attachment' (set to 'Clinical Document'). Below the form is a text area for entering the message, with a toolbar above it containing icons for undo, redo, insert SmartText, and other functions.

## Responding to an OBGYN Pool Message from within OCHIN Epic

BMC also has the option to Direct Message the OCHIN CHC's OBGYN Pools. Pool messages coming from BMC will show in the pool recipient's **Outside Messages** In-Basket folder.

### Pool recipients can take the following actions on the message:

- **Forward** the message to the patient's provider or another **internal** recipient for further action.
- **Done** the message to remove it from their In-Basket.
- If the pool recipient wants to reply directly to the outside sender, they will need to create a new **Outside Message**, attach the appropriate patient, and choose the appropriate BMC Pool (or provider) in the recipient field. Do **NOT** use the **Reply** button since individual pool members do not have a Direct Address for messaging between the two systems.

The screenshot displays the Epic In-Basket interface. On the left, a list of messages is shown under the heading '> Outside Messages 0 unread, 5 total'. The messages are:

Status	Date	Time	Sender	Subject	Sent By
Read	09/15/2020	9:2...	Mouse, Minnie	RE: test	Adams, Stephanie (Boston ...)
Read	09/15/2020	9:2...	Mouse, Minnie	test	Adams, Stephanie (Bosto...
Pend	08/31/2020	3:2...	Mouse, Minnie	test	Adams, Stephanie (Bosto...
Read	08/31/2020	2:5...	Mouse, Minnie	test	Adams, Stephanie (Bosto...
Pend	08/28/2020	2:4...	Mouse, Minnie	test	Adams, Stephanie (Bosto...

On the right, the details for the selected message are shown. The sender is Minnie Mouse, a 37-year-old female, born 2/25/1983, with MRN 1590028094 and phone number 234-567-8900 (H). The message is addressed to Adams, Stephanie (Boston Medical Center - TST) at Sa150 South Boston Ob/Gyn. The subject is 'RE: test' and the content is 'thanks'. The interface also shows action buttons like 'Done', 'Care Everywhere', 'Chart Review', 'Reply', and 'Forward' at the top of the message view.