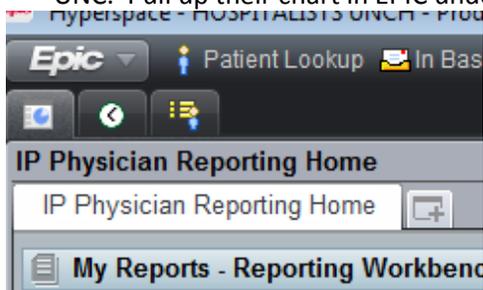
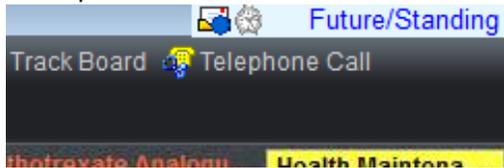


How to Handle Transfer Requests in EPIC

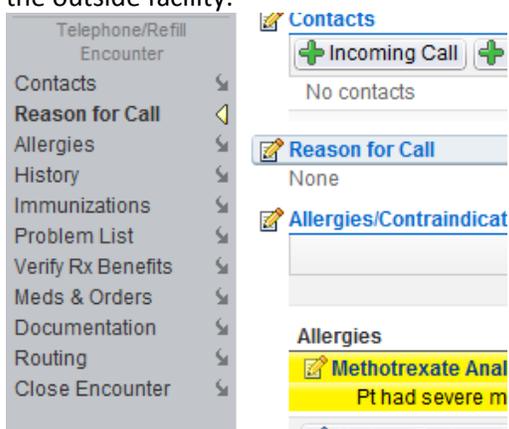
- 1.) Call the Transfer Center back when they page you – 919-843-1920
- 2.) Decide on if the patient is appropriate for transfer to UNC
 - a. Perfectly acceptable to delay a decision while you discuss a case with colleague or subspecialist
 - b. Very reasonable to ask the referring MD if they will accept the patient back in transfer if nothing further can be done at UNC, or if following diagnosis at UNC further care can be continued at the requesting facility (typically the transfer center will have already confirmed this for you)
 - c. Because of the extreme variability in care do NOT accept patients directly from other Emergency Departments
- 3.) If you decide to accept the patient, first check to see if the patient was previously seen at UNC. Pull up their chart in EPIC under patient lookup.



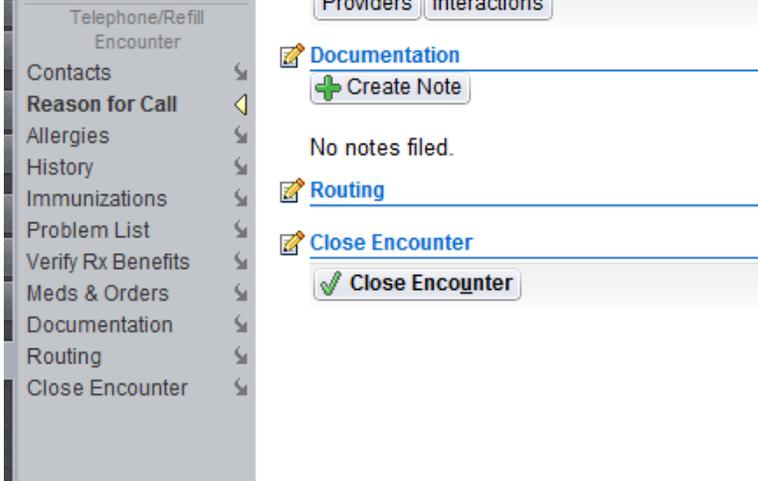
If they were previously seen here, then find the 'Telephone Call' encounter button at the top of the screen and click on this button:



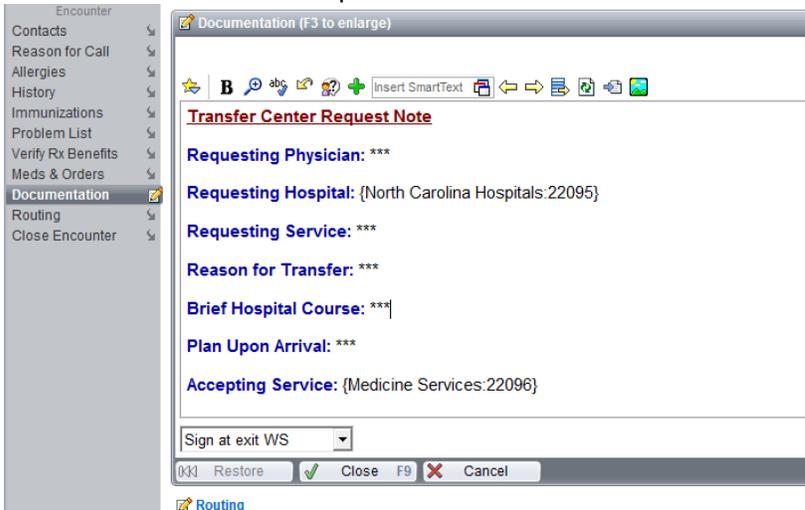
Then document the phone encounter that you just had with the outside physician, starting first with the 'Reason for Call' – decide on their best admission diagnosis or complaint at the outside facility:



Then pick the Documentation tab, and create a note under this section.



You can decide to use a template (smartphrase) under one of hospitalists Leonardo Marucci called .LMNOTETRANSFERREQUEST. This can act as a guide especially with regards to specific service admission when the patient arrives at UNC.



In the event that the patient has never been to UNC you will need to take down the information (on paper) and then per discussion with CCM a chart will be created in the next 30mins and will allow you to document the discussion in the matter noted above.

The patient need not be added to any specific list. There is no longer a medicine transfer list and please DO NOT place this patient on the medicine admission list. We understand that this is not ideal and are working with CCM and bed control for a record to be created prior to discussion with the outside facility doctor. We recognize it is very likely that if the record takes any longer to create than the 30mins promised, the patient's information may never end up making it into the chart prior to their arrival at UNC. And this is a patient safety concern.

Thank you for your help, if you have any questions, please contact Dr. Allen Liles.