#### ASAP

EDIC TIPS & TRICKS

# JHH EDs- PING Paging

Using orders in Epic to generate PING pages

Epic ASAP has functionality built in that will send PING pages to consulting providers and services based off of placing an order.



## Try It Out

When ED Providers place a consult order, there are two different preference lists to choose from; Service 1. Pagers and Consults:



When choosing off of the Service Pagers list, the To: field is pre-selected: 2.

Consult to Card	iothoracic Surgery - Service Pager
Consult:	From: HILL, PETER MICHAEL [2582]

This is what the **Consults** preference list looks like: 3.





4. When choosing off of the **Consults** list, the **To:** field must be completed:

Consult to Pediatric Urology							
Consult:	From: HILL, PETER MICHAEL [2582]	2					
	To:	Q					

5. When placing a consult order, the **Reason for consult** and the **Callback number** are hardstops. This information will also be sent in the message to the consulting provider:

Consult to Derma	tology - Service Pager		<u>A</u> ccept	<u>C</u> ancel
Consult:	From: KELEN, GABOR	DAVID [2896]		<u> </u>
	To: JHH DERMATOL			
	Override restrictions			
Frequency:	Once	Once		
	Starting: 8/5/2014	Today Tomorrow At: 1010		
	First Occurrence: Today	1010		
	Scheduled Times: Hide	Schedule		
	8/5/14 1010			
Priority:	STAT 🔎 Routi	ne STAT		
Questions:	Prompt	Answer	Comments	
	1. Reason for consult:			
	2. Callback number 🍑			
	3. Consulting Physician Notified?	Yes No		
	Single response			
Comments (F6)	Click to add text			
Provider Specialty:	Dermatolog 🔎			-
wext Required	Link Order		Accept	<u>C</u> ancel

6. When the order is signed, the information will be sent to PING and directed to the consulting provider's preferred method of contact.

7. Once the order is signed, some tasks will appear on the **ED Trackboard's Order report**:

8	NorthB 20	Rheu	matology, Barbara B (	F)	49	Eye Pain		2	50/	643:11	1	BH	
		Sever	n, Yard D ( U)		143								
	South A.C.	Shad	awadultibb Einal (E)		40			<u> </u>	9	167-26		ст	
-	🗟 Orders  📔 ED Pt Car	re Timeline	📙 Triage Summary	🗏 Results	📙 Chart	Reminders	🗏 ED Admit	Report	🗏 Facesheet	🗏 Consults	📙 ED En	counter	Summar
Erir	Erin, Order #JH57517082 (Acct:950203968) (44 y.o. F) PCP: None												
Pen	ded Orders%												
	None												
Orde	ers Needing Additional Inf	formation											
	Orde	red											
	07/31/14 1142 Consult to Endocrinology - Once, Prio: STAT												
		-	Scheduled					Та	sk				
		(	07/31/14 1210					Me	dicine Subspecia	alist Consult			
	20/05/444044 Consultate Dermotelant: Service Dears, Once Prior STAT												
	00/03/14 10		Scheduled	- Service Fay	er - Olice,	FIIO. STAT		Ta	ek				
			09/05/14 1020					Mo	dicina Subenacia	liet Concult			
			00000114 1020					mo	dicine oubspecie	inst oonsuit			
								-					
ED N	Adication Orders												
	None												

8. When you click on the hyperlink, a pop-up flowsheet will appear where you are able to document the progress of the consult:

1	Please provide the f	following information:					
1	Consult:	From: KELEN, GABOR DAVID [2896]	Q	To: JHH DERMATOLOGYADULT	CONSULT S	Coverride	restrictions
1	Questions:	Prompt	Answer			<u>Comme</u>	nts
l		1. Consult Tracking:	Called Re-C	alled Responded Consult Completed			
•					2		
	Comments (F6):	🗩 abç 😰 🐿 🔇 🕵 💠 Insert	SmartText				
-							<b>A</b>
2							
1							<u> </u>
1							
							<b>v</b>
						<u>A</u> ccept	<u>C</u> ancel

9. Clicking **Consult Completed** causes the task to fall away and should <u>NOT</u> be clicked when a consultant is at the bedside. Alternatively, nursing should click **Responded** and make a comment "**At Bedside**" when they notice a consultant at the patient's bedside.

## $\mathbf{Q}$

#### Take note...

• For technical reasons, the message transmission through PING can sometimes fail. If this happens, a message will be sent to the project team and a task will appear notifying you that the message failed and you will need to place the page directly through PING.

08/04/14 1657	Consult to Internal Medicine - Once, Prio: STAT Scheduled 08/04/14 1700 08/04/14 1700	Task Consult to Internal Medicine EPIC TO PING FAILED, CONTACT PROVIDER DIRECTLY USING PINE Medicine Consult	Status Open Open
ion Orders		Ļ	

