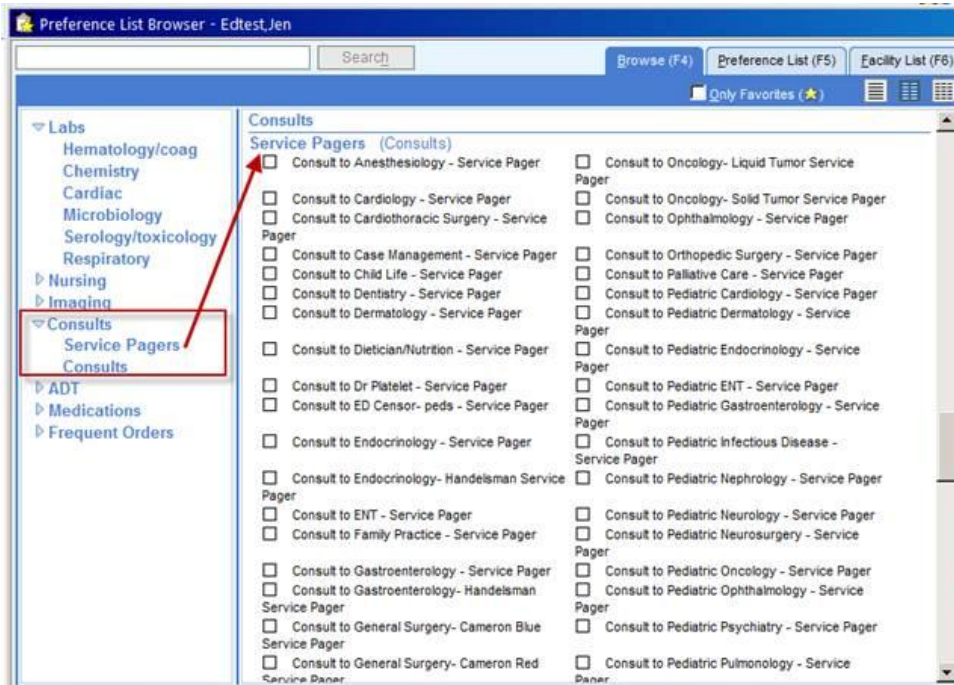# JHH EDs- PING Paging

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.
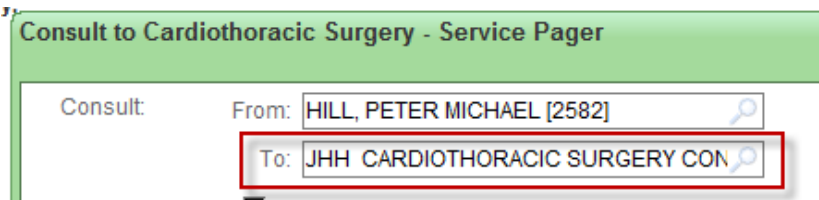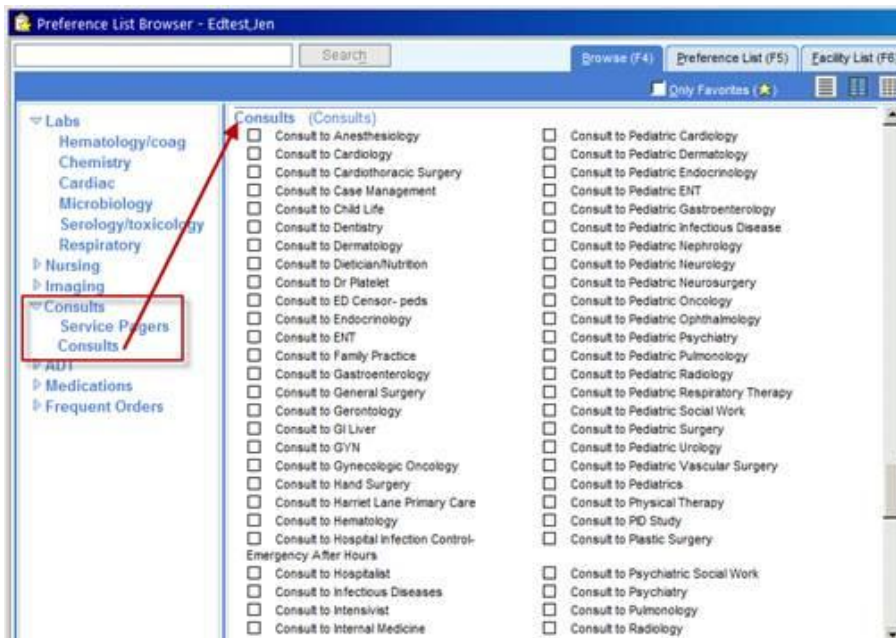
Try It Out

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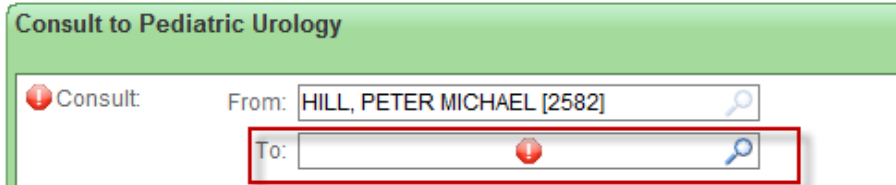

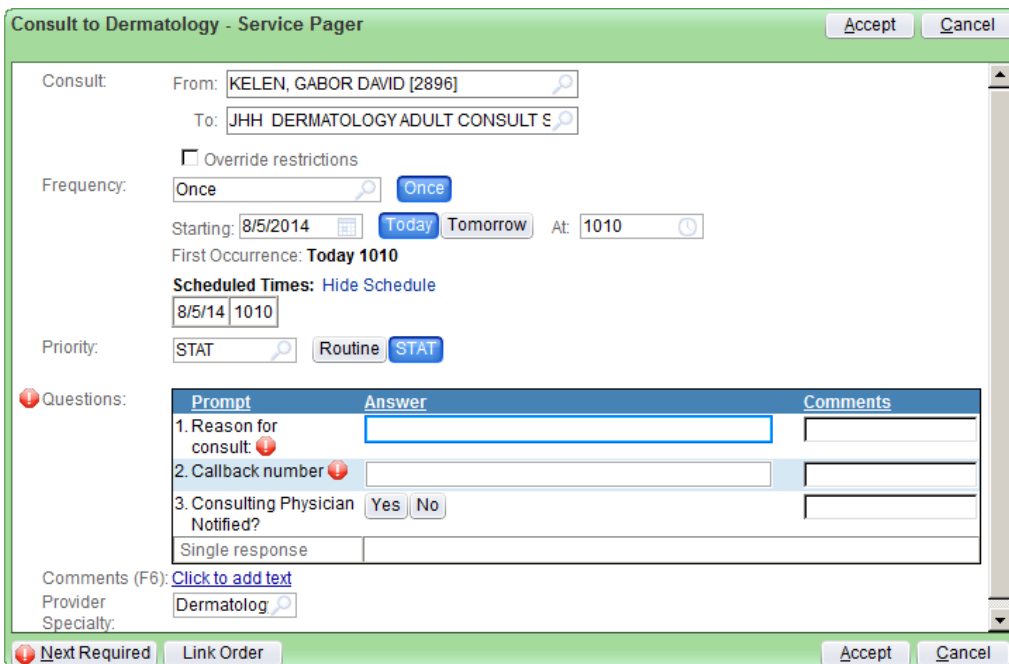2. When choosing off of the **Service Pagers** list, the **To:** field is pre-selected:

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

JHH EDs- PING Paging
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JOHNS HOPKINS
MEDICINE
Epic Training
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4. When choosing off of the **Consults** list, the **To:** field must be completed:

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:

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

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.

💡 **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.