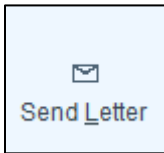


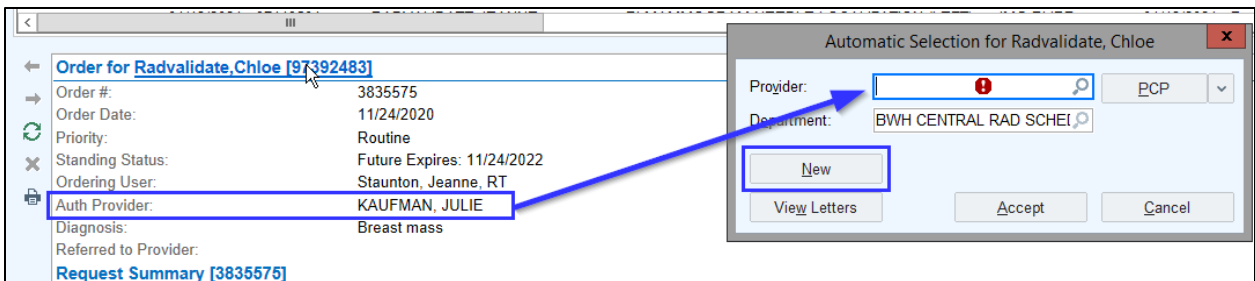
How to Send Letters

Try It Out

Launch Letter from the Button on the Work queue



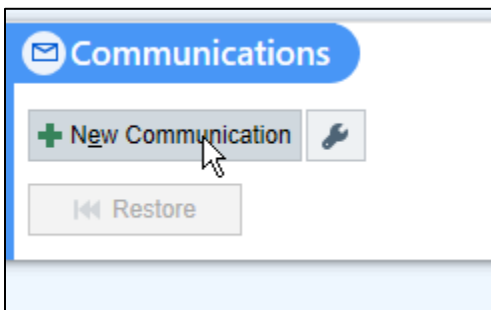
Enter the provider's name in the encounter window, and Click New



Note: the first time you do this workflow, you will have to set your letter preferences ([Jump](#)).

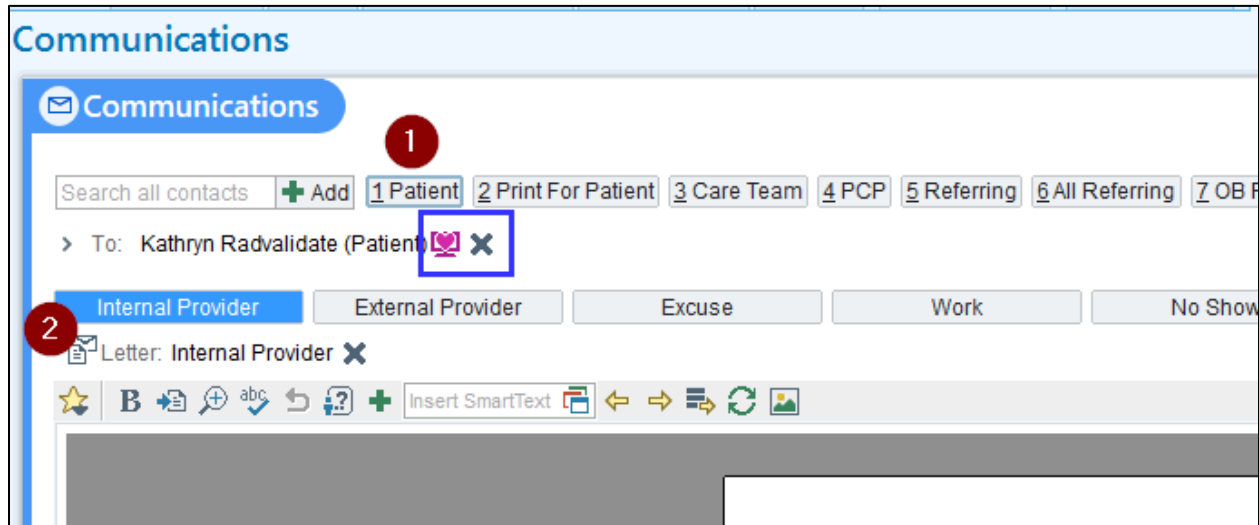
Send a New Letter

To send a new letter, click New Communication



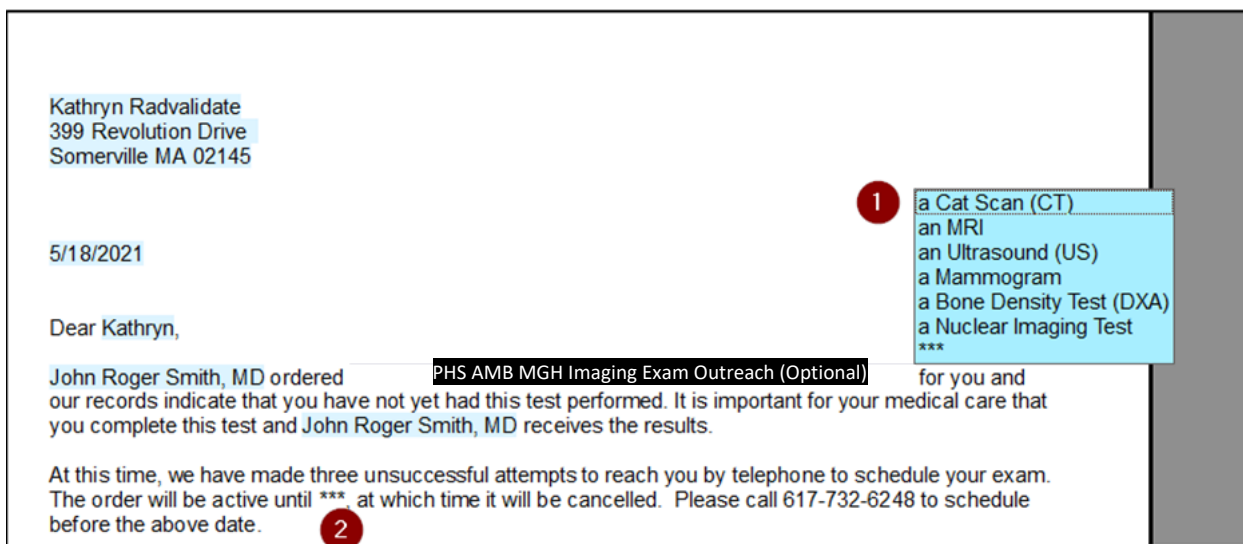
(1) Select 1-Patient as the recipient. This will direct the letter to Patient Gateway, if they have an active account. Notice the little symbol beside the patient's name in the screenshot, indicating she has patient gateway/MyChart. (Note the letter will print to an Epic network printer if the patient isn't on PG).

(2) Confirm that the letter selected is the one you want. Since you saved off your preferences, you could click the corresponding button to pick the desired letter. When you set “template display name” it makes the buttons easier to read.

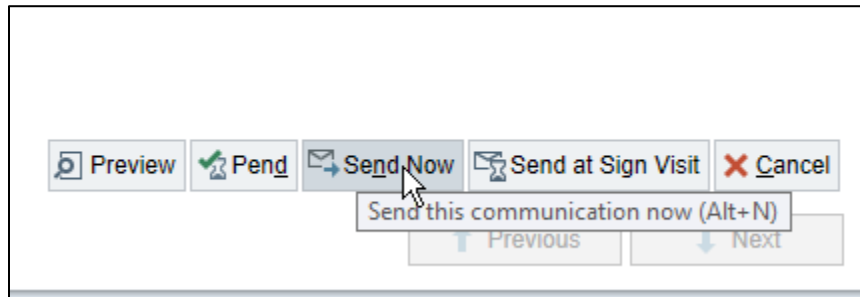


Press F2 to fill in any Smart Texts in your letter. This varies by letter. In the example we have a (1) Modality field (type of exam ordered), and a (2) free text field.

If your letter contains *** you need to enter the necessary information. In this case, we need to enter the date the order will be discontinued (as determined per policy).

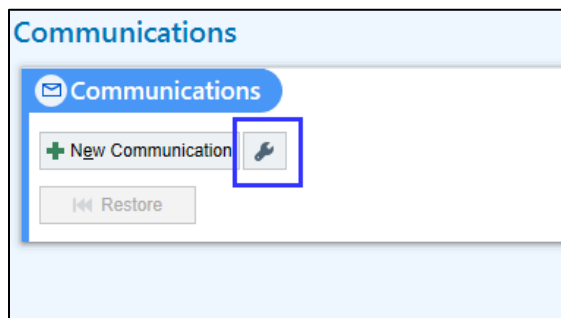


Click the Send Now button.



Set Letter Preferences

Set your default letter and any additional letter preferences. Click the Wrench.



You can set a default letter, and the additional letters. Ask your manager or team lead which letter template you should use.

Communication Management User Preferences

Default Actions When Closing Communications

When not routing to support staff:

Always pend the communication

Always send the communication

When routing to support staff:

Always pend the communication

Always route the communication

Letter Templates

Default letter template: PHS AMB BWH RAD UNSCHE

Template display name: Internal Provider

	Additional Letter Templates	Display Name
1	PHS AMB BWH RAD UNS	External Provider
2		

Support Staff Options

Route to support staff by default

Default support staff:

Encounter Department	Default Support Staff

Accept Cancel

Template display name field causes the buttons to be easy to read:

2

Internal Provider External Provider

Letter: Internal Provider

When you're done, click Accept.

[Click here to jump back up and send a letter.](#)