How to Send Letters



Launch Letter from the Button on the Work queue



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

<								
				Automatic Selection for Radvalidate, Chloe				
+	Order for Radvalidate, Chloe [973924	83]			_	-		
\rightarrow	Order #:	3835575		Provider:	. 0	,o	PCP	~
~	Order Date:	11/24/2020		Decartment:	BWH CENTRAL RAD SCH	ELO		
C	Priority:	Routine						
×	Standing Status:	Future Expires: 11/24/2022		New				
D	Ordering User:	Staunton, Jeanne, RT		<u>11</u> 01	_			
•	Auth Provider:	KAUFMAN, JULIE		Vie <u>w</u> Letters	Accept		<u>C</u> ancel	
	Diagnosis:	Breast mass						
	Referred to Provider:							
	Request Summary [3835575]							

Note: the first time you do this workflow, you will have to set your letter preferences (<u>Jump</u>).

Send a New Letter

To send a new letter, click New Communication



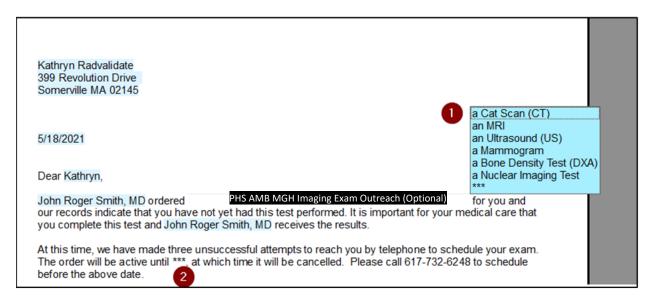
(1) Select 1-Patient as the recipient. This will direct the letter to Patient Gateway, if they have an active account. Notice the little symbol beside the patient's name in the screenshot, indicating she has patient gateway/MyChart. (Note the letter will print to an Epic network printer if the patient 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.

Communications				
Communications	0			
Search all contacts + /		r Patient <u>3</u> Care Team	<u>4</u> PCP <u>5</u> Referring	6 All Referring 7 OB F
Internal Provider	External Provider	Excuse	Work	No Show
2 Letter: Internal Provide	er 🗙			
🕸 B 🔁 🗩 🕸 ち	Insert SmartText	∃ ← ⇒ ₽ 🖓 🚨		

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.

Preview	\land Pen <u>d</u>		Send at Sign Visit		
		Send this communication now (Alt+N) Previous Next			

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 UNSt External Provider 2			
-Support Staff Options Route to support staff by default Encounter Department	Default support staff:			
	<u>A</u> ccept <u>C</u> ancel			

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



When you're done, click Accept.

Click here to jump back up and send a letter.