



# Physician Performance LLC

## **Office Manager Meeting April 10, 2024**



# OneBILH Epic – Community Practice Managers and BILH (EpicCare) Link



Beth Israel Lahey Health

# Assertions

- Community providers and “trading partners” (other hospitals and health systems, skilled nursing facilities, etc.) are critical customers now and in the future
  - Efficient communication and clinical integration are necessary to support referral patterns, continuity of care, and patient safety
  - Along with patients, these are the most important external stakeholders when considering our OneBILH implementation
-

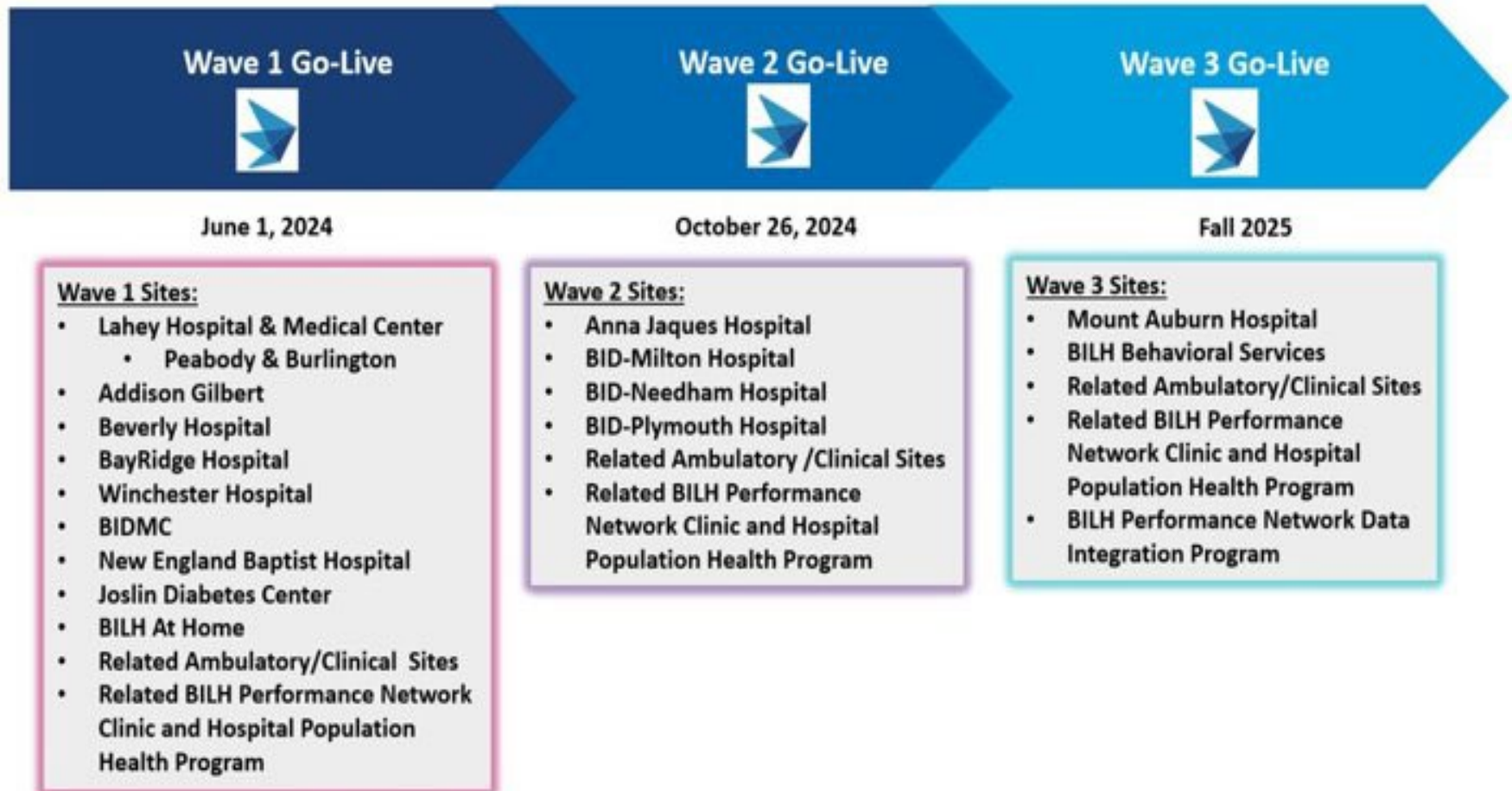


Beth Israel Lahey Health

# OneBILH Approach

---

# Implementation Schedule



# EpicCare Link (Referring Provider Portal)

- Web based tool for community trading partners to support shared care
- Patient access is based on documented relationships (referring provider, ordering provider, PCP, member of care team, etc.)
- Users need to be provisioned and signed in as themselves
- Provides more capability than view only access (orders, referrals, messaging, etc. – more on this later)
- Replaces any community EHR view only and/or WebOMR Lite use cases at go live

powered by **Epic**

## Lahey Epic Link

Note: If you have a Beverly or Winchester username and password, use that to login below. For questions about Lahey Epic Link, please call 781-744-8888 and press 3.

User ID

Password

**LOG IN**

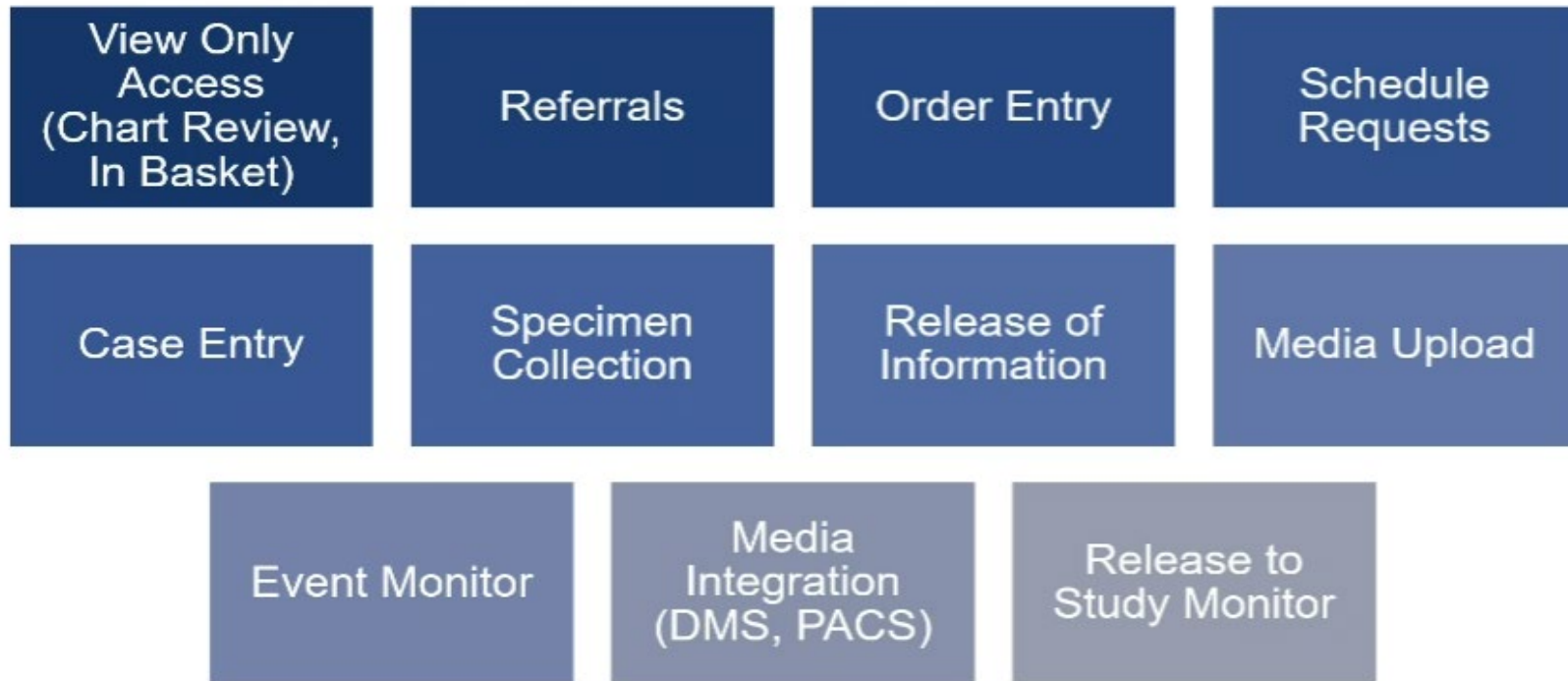
Sign up for Lahey Epic Link - visit [www.LaheyHealth.org/LaheyEpicLink](http://www.LaheyHealth.org/LaheyEpicLink)



EpicCare Link provides community users who provide care services with limited access to their patient's charts. EpicCare Link helps community users:

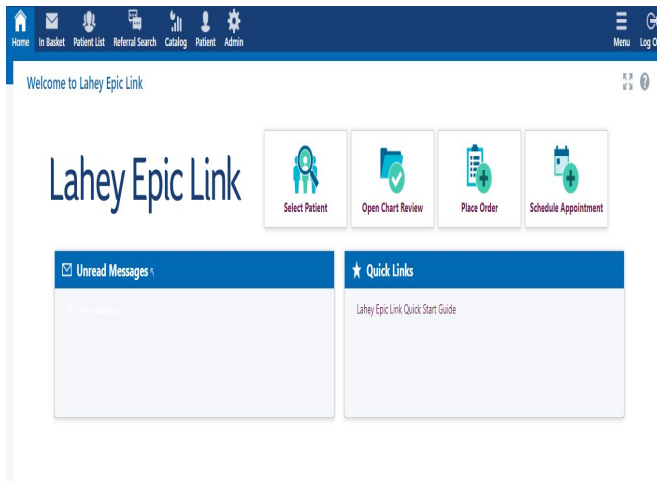
- **Maintain continuity of care.** EpicCare Link lets clinicians who frequently refer patients to your organization close the loop on those referrals. Clinicians who receive referrals from your organization also benefit from quick access to the patient's chart.
- **Schedule appointments** with providers at your organization and **schedule certain procedures**, which can reduce schedulers' workload and bring more patients to your organization.
- **Place consult, lab, and radiology orders**, which can also reduce your schedulers' workflow and bring patients in for care.
- **Receive notifications** when certain events, such as an admission or discharge, occur. Users choose which events and patients to follow from the Event Monitor.

# EpicCare Link Go Live Feature Set



# EpicCare Link Screenshots

[Find more details here](#)



Welcome to Lahey Epic Link


## Lahey Epic Link

**Unread Messages**


0 Unread Messages

**Quick Links**


Lahey Epic Link Quick Start Guide




Select Patient



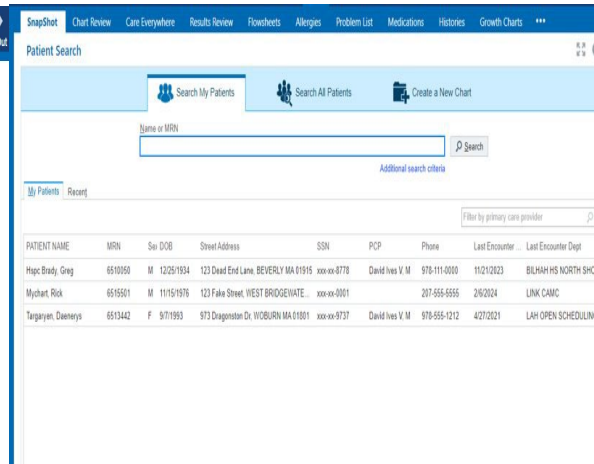
Open Chart Review



Place Order



Schedule Appointment



**Patient Search**

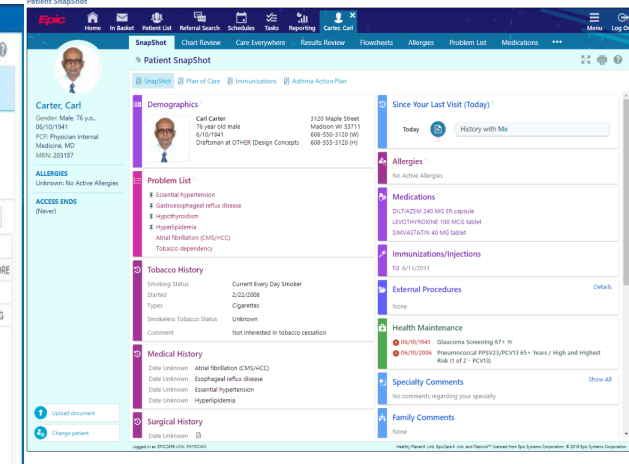
Search My Patients | Search All Patients | Create a New Chart

Name or MRN  Search

Additional search criteria

PATIENT NAME	MRN	Sex	DOB	Street Address	SSN	PCP	Phone	Last Encounter	Last Encounter Dept
Greg Brady, Greg	6510050	M	12/25/1934	123 Dead End Lane, BEVERLY MA 01915	xxx-xx-8778	David Ives V M	978-111-0000	11/21/2023	BILBAHNS NORTH SHORE
Mychart, Rick	6519501	M	11/15/1976	123 Fake Street, WEST BRIDGEWATE, xxx-xx-0001		207-555-5555	2/6/2024	LINK CAMC	
Targaryen, Daenerys	6513442	F	9/7/1993	973 Dragonstone Dr, WOBURN MA 01801	xxx-xx-9737	David Ives V M	978-555-1212	4/27/2021	LAH OPEN SCHEDULING

Filter by primary care provider



**Patient Snapshot**

**Demographics**

Carl Carter  
75 year old male  
6/10/1941  
DOB: 6/10/1941 (Design Concept)  
MRN: 2019187

3120 Maple Street  
Andover, MA 01810  
603-550-3120 (H)  
603-550-3120 (F)

**ALLERGIES**  
Unknown: No Active Allergies

**ACCESS ENDS (New)**

**Problem List**

- Essential hypertension
- Gastroesophageal reflux disease
- Hyperthyroidism
- Hyperlipidemia
- Alcohol Reluctance (CM/HC)
- Tobacco dependency

**Tobacco History**

Smoking Status: Current Every Day Smoker  
Started: 2/22/2008  
Type: Cigarettes  
Smellless Tobacco Status: Unknown  
Comment: Not interested in tobacco cessation

**Medical History**

- Stroke Unknown: Atrial fibrillation (CM/HC)
- Stroke Unknown: Esophageal reflux disease
- Stroke Unknown: Essential hypertension
- Stroke Unknown: Hyperlipidemia

**Surgical History**

Stroke Unknown: ID

**Since Your Last Visit (Today)**

**Allergies**  
No Active Allergies

**Medications**  
DILTIAZEM 180 MG ER TABLETS  
LEVOTHYROXINE 100 MCG TABLETS  
EMKASTATIN 40 MG TABLETS

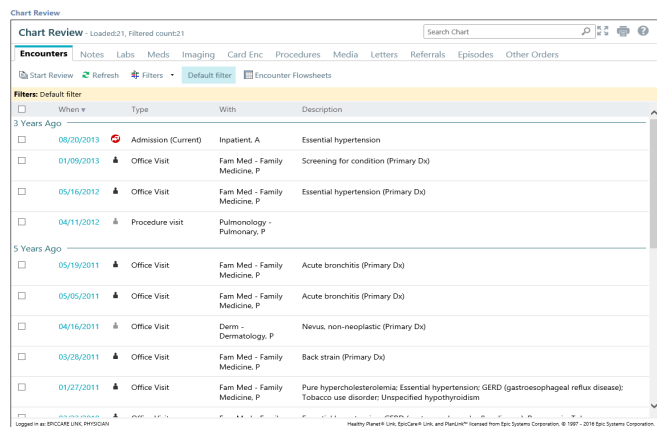
**Immunizations/Injections**  
Tel: 6411/2011

**External Procedures**  
None

**Health Maintenance**  
Diabetes Screening 87+ W  
Hyperlipidemia Screening PPO12/PCV13 65+ Years / High and Highest Risk (1 of 2 - PCV13)

**Specialty Comments**  
No comments regarding your specialty

**Family Comments**  
None

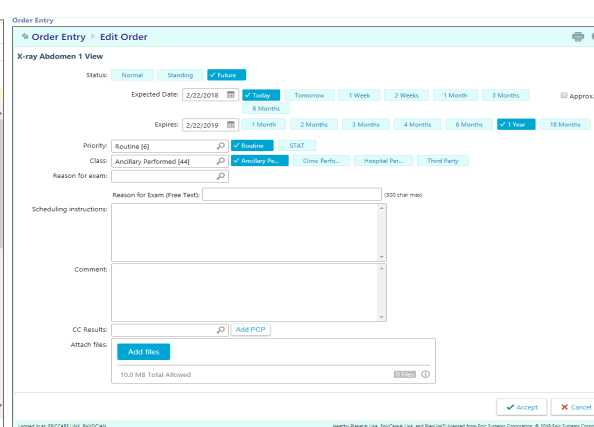


**Chart Review** - Loaded: 2, Filtered: count: 21

Encounters | Notes | Labs | Meds | Imaging | Card Enc | Procedures | Media | Letters | Referrals | Episodes | Other Orders

Filters: Default Filter

When	Type	With	Description
3 Years Ago			
08/20/2013	Admission (Current)	Inpatient A	Essential hypertension
01/09/2013	Office Visit	Fam Med - Family Medicine, P	Screening for condition (Primary Dx)
05/16/2012	Office Visit	Fam Med - Family Medicine, P	Essential hypertension (Primary Dx)
04/11/2012	Procedure visit	Pulmonology - Pulmonary, P	
5 Years Ago			
05/19/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
05/05/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
04/16/2011	Office Visit	Dermt - Dermatology, P	Nevus, non-neoplastic (Primary Dx)
03/28/2011	Office Visit	Fam Med - Family Medicine, P	Back strain (Primary Dx)
01/27/2011	Office Visit	Fam Med - Family Medicine, P	Pure hypercholesterolemia; Essential hypertension; GERD (gastroesophageal reflux disease); Tobacco use disorder; Unspecified hyperthyroidism



**Order Entry**

**X-ray Abdomen 1 View**

Status: Normal | Standing | **Future**

Expected Date: 2/22/2018 | Today | Tomorrow | 1 Week | 2 Weeks | 1 Month | 3 Months | 6 Months | 1 Year | 18 Months

Expires: 2/22/2019 | 1 Month | 2 Months | 3 Months | 4 Months | 6 Months | 1 Year | 18 Months

Priority: Routine (8) | **Future** | STAT

Class: Ancillary Performed (44) | **Ancillary Test** | Clinic Perfs... | Hospital Perfs... | Third Party

Reason for exam:

Scheduling instructions:

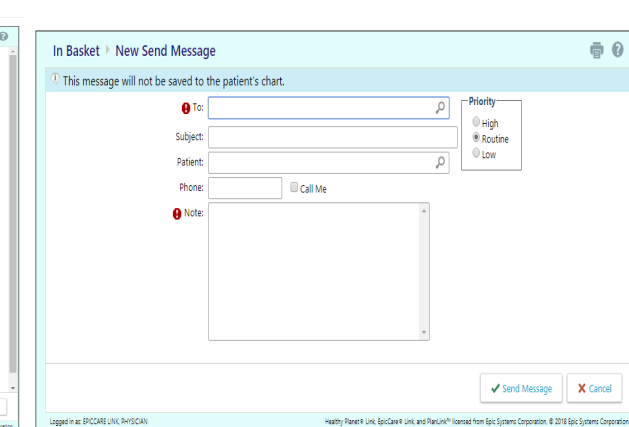
Comment:

CC Results:

Attach files:  Add files

10.0 MB Total Allowed

Accept | Cancel



**In Basket** - New Send Message

This message will not be saved to the patient's chart.

To:

Subject:

Patient:

Phone:  Call Me

Note:

Priority: High | **Routine** | Low

Send Message | Cancel



- Training:
    - Townhalls – One hour training sessions
    - Four townhalls are scheduled in April and May
      - Live demonstrations
    - Tip sheets – Available from within BILH Link
      - Can be viewed any time from within the application
    - Intuitive user interface
-

# EpicCare Link Town Halls

## Schedule and Link

---

<b>Date</b>	<b>Link</b>
<b>4/19/24 noon-1pm</b>	<b><a href="https://events.teams.microsoft.com/event/e7cea6ee-8498-429b-a772-054436307146@3b9865a0-f066-4846-bf4d-113f4bef0755">https://events.teams.microsoft.com/event/e7cea6ee-8498-429b-a772-054436307146@3b9865a0-f066-4846-bf4d-113f4bef0755</a></b>
<b>5/1/24 10am-11am</b>	<b><a href="https://events.teams.microsoft.com/event/bdfa559a-c4af-498d-ae71-0eacefef673c@3b9865a0-f066-4846-bf4d-113f4bef0755">https://events.teams.microsoft.com/event/bdfa559a-c4af-498d-ae71-0eacefef673c@3b9865a0-f066-4846-bf4d-113f4bef0755</a></b>
<b>5/16/24 3pm-4pm</b>	<b><a href="https://events.teams.microsoft.com/event/c2dd501c-bd67-4639-a8f4-3a958b0c1969@3b9865a0-f066-4846-bf4d-113f4bef0755">https://events.teams.microsoft.com/event/c2dd501c-bd67-4639-a8f4-3a958b0c1969@3b9865a0-f066-4846-bf4d-113f4bef0755</a></b>
<b>5/28/24 4pm-5pm</b>	<b><a href="https://events.teams.microsoft.com/event/b03894b2-f713-4d35-861f-884ff22e28ef@3b9865a0-f066-4846-bf4d-113f4bef0755">https://events.teams.microsoft.com/event/b03894b2-f713-4d35-861f-884ff22e28ef@3b9865a0-f066-4846-bf4d-113f4bef0755</a></b>

---

- Prior to June 1, you will receive an email with log in instructions
    - Log in with credentials and set up security questions
  - You have the control to maintain your group (Site Administrator)
    - Password resets
    - New Users
    - Inactivate old users
-

# Homework Assignments

Due Mid-April

---

- Send names of EpicCare Link users to Mike and Tim
    - First/Last Name
    - Email
    - Job Title
    - Clinical licensure- If Yes, NPI, License ID, License State
  
  - Send Site information to Mike and Tim
    - Site Admin
    - Site Address
    - Site Phone number
  
  - For sites planning on using EpicCare Link - enroll in Town Hall meetings and encourage key staff to enroll as well
  
  - Questions | Comments?
-



Beth Israel Lahey Health

# Questions | Comments

---



# Appendix

---

# Epic Specific Ecosystem

