Provider Communication Wizard

The Provider Communication Wizard (PCW) is an application developed to facilitate, verify and report follow-up communication with providers.

1. After opening a patient’s chart, you can access the PCW by selecting “ProvComm” from the yellow frame or using the “Actions” table link located throughout Starpanel.

2. Providers may choose to open the PCW from the top frame after saving a starnote.

Document saved to StarPanel.
Select one or more actions to perform with the saved document, if needed:

Provider Communication Wizard
Attach to a Communication Bundle
Attach to a New Message

Click "Attach to a Communication"

Other Actions:
Attach to Other Documents
Send to a user’s "docs4u"
Send to other providers’ "To Review" worklist
Send to special worklist for review
Create a reminder
Fax the document
Print the form.
3. You are able to choose to either “Start a new communication” or “Open an existing communication bundle”.

4. If an Attending starts a communication bundle on the day of or 1 day prior to the appointment date the PCP and referring provider(s) (if available) will auto-populate.

5. If someone other than an Attending starts a communication bundle, the user can specify the attending for which they are creating the communication bundle. If created the on the day of or 1 day prior to the appointment date the PCP and referring provider(s) (if available) will then auto-populate for the selected Attending. The selected attending chosen will remain in this field until modified.
6. You also have the ability to “Add to (or modify) the list of providers”.

7. If the provider is not found in the database, click on “Add a new provider”
8. Enter as much information as possible.

*This information will be verified by the PCW team prior to becoming available in the database.

9. The PCW team verifies the communication preference of each provider which is indicated to the right of the providers’ name.

**Add to (or modify) the list of providers**

Already selected providers:

- **Ztest, Docs4u** (Adult Medicine) Test Practice, \(\text{prefers: docs4u}\)
  123 Any Street, Suite 101 Nashville, TN 37203

- **Findura, Michael James** (Internal Medicine) Coastal Comprehensive Healthcare, \(\text{prefers: Mail}\)
  1930 Highway 35, Suite 10 Wall, NJ 07719

- **Florendo, Randy** (Internal Medicine) Providence Medical Clinic, \(\text{prefers: Fax}\)
  2354 Highway 41 South, Greenbrier, TN 37073

- **prefers: docs4u** – The provider will be notified electronically through starpanel on their docs4u work list.
- **prefers: Mail** – You must print and mail the documents to the address listed for the provider.
- **prefers: Fax** – The document will be faxed from starpanel and the PCW team will monitor and correct any failed fax transmissions.

10. You have the option to attach a Provider letter to the communication bundle using the StarPanel Provider Letter template.

**Add to (or modify) the list of providers**

Already selected providers:

- **Florendo, Randy** Internal Medicine Providence Medical Clinic, \(\text{Preferred method: Fax}\)

**Create Provider Letter**

Click "Create Provider Letter"

**Add attachments**
11. Type the information you want to be included in the communication in the text box and save the document.

12. Next you will select the documents from the chart to be included in the communication bundle.

**Add to (or modify) the list of providers**

**Create Provider Letter**

**Add attachments**

13. Check the documents you wish to include and click on “Attach all checked documents”. You may review the document prior to selecting it for attachment by clicking on the name of the document.
14. You use the below template to create your fax cover page that will accompany your communication bundle. (You may wish to use the comments section to identify a specific provider when sending to a large practice group.)

**Edit your outgoing fax cover page information**

From:  
Fax Number:  
Phone Number:  
Attention:  
Comments:  

0 of 500 characters, 500 left:

Please review and edit the information above before selecting "Send to the list of providers". Once faxed,... your information will be saved as your default.

15. You have the option to “Send”, “Save and exit without sending”, or “Delete Communication”.

This document is used to package communications with providers for current or subsequent transmission. You may attach documents, add new providers, and even create a letter to the referring providers, then send the documents to those providers either now or later. The quality assurance team will make certain [or confirm] the communication is faxed successfully. For providers who have chosen U.S. mail, please be sure to print and mail the communication yourself or send to your assistant’s basket to mail for you.

- Send – will send the bundle to the chosen list of providers
- Save and exit without sending – will give you the ability to save the bundle as a draft to complete at a later time.
- Delete – will completely delete the communication bundle

16. You also have the option to supply an Indexing comment prior to sending the communication bundle. This indexing comment will be visible in the “Alldocs” area within StarPanel as part of the title of the document and then may be used to aid when later searching for the document.
17. If necessary, you can request a provider be removed from a patient’s profile/or a PCP removed. From the patients chart click on “Remove.PCW.Contacts”

- Select the Provider(s) you want removed
- Click on “remove” to the left of the providers name you wish removed, type the reason for removal, and then click on the “submit” button

Enter reason for removal request

Click the submit button to send your request to the QA team.