



REPORT DELIVERY

HOSPITAL INFORMATION SYSTEM (HIS)

PROVIDERS

Report Delivery/Document Routing Q & A

Internal Provider = credentialed physician/nurse practitioner with access to millennium

External Provider = No credentials no access to millennium, must get reports via HRM or fax

Internal Providers with an External Practice – display in Millennium as a user, and their external address will be included on their user entry

Providers with multiple practice locations – display multiple times in Millennium, for each external practice location

Millennium Provider Dictionary – HNAuser – Health Network Architecture – this is the application where providers and users are maintained in Millennium

Provider Relationship and Report Delivery

If a Provider is added to any of the highlighted provider fields below, at the point of registration, this establishes a relationship to the patient. These Providers will receive reports based on the report delivery set up in millennium. Providers set up with fax report delivery will receive these by fax. Providers enrolled with HRM will received these reports via HRM

The screenshot shows a form with several provider selection fields. The following fields are highlighted in yellow:

- * Primary Care Provider (PCP):
- * Attending Provider:
- Referring Provider:
- Consulting Provider:

The "Primary Care Provider (PCP)" field contains the text "Test, Doctor One" and a search icon. To its right is a dropdown menu labeled "* Visit Information to PCP?:". The other highlighted fields are empty and each has a search icon.

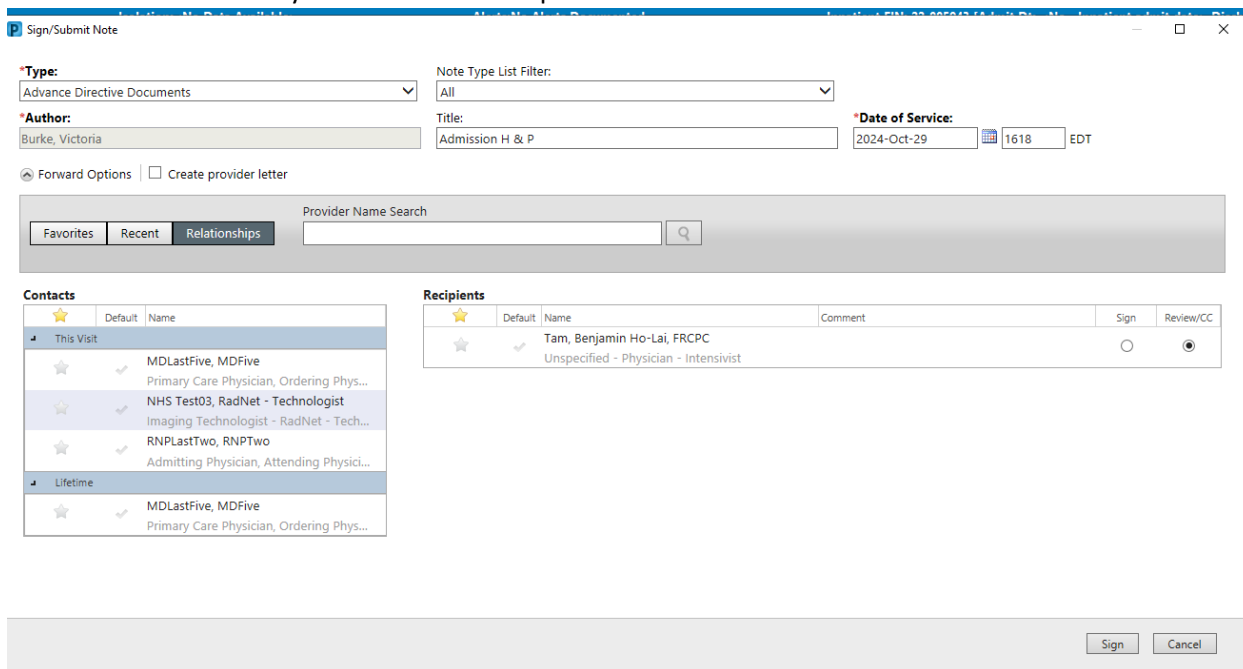
The only provider field that does not drive any report deliver based on relationship, is "other Provider"

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If a Provider needs to send a document to another Provider that **does not** have an established relationship with the patient, then can **cc an internal doctor** at the time of ordering or signing the report, in which the report will be sent to their **Message Centre** using the following steps:

1. Sign/submit
2. Search for the Provider you wish to cc in the provider name search.



Sign/Submit Note

*Type: Advance Directive Documents | Note Type List Filter: All

*Author: Burke, Victoria | Title: Admission H & P | Date of Service: 2024-Oct-29 16:18 EDT

Forward Options | Create provider letter

Provider Name Search

Contacts

★	Default	Name
★	✓	MDLastFive, MDFive Primary Care Physician, Ordering Phys...
★	✓	NHS Test03, RadNet - Technologist Imaging Technologist - RadNet - Tech...
★	✓	RNPlastTwo, RNPTwo Admitting Physician, Attending Physici...
★	✓	MDLastFive, MDFive Primary Care Physician, Ordering Phys...

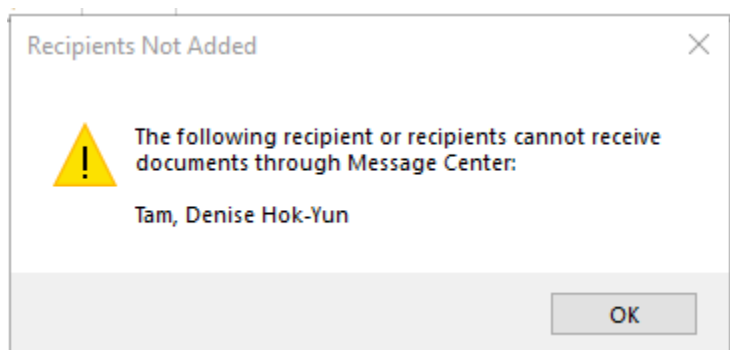
Recipients

★	Default	Name	Comment	Sign	Review/CC
★	✓	Tam, Benjamin Ho-Lai, FRCPC Unspecified - Physician - Intensivist		<input type="radio"/>	<input checked="" type="radio"/>

Sign Cancel

3. Select sign

Note: if you try to cc a Provider who does not have access to message centre, you will receive an error:



Recipients Not Added

! The following recipient or recipients cannot receive documents through Message Center:

Tam, Denise Hok-Yun

OK

In this case you can manually send the report to the provider by fax, following these steps:

1. Select the patient in PowerChart
2. From the documents tab, select the report you wish to send



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3. Select Print from the blue banner bar

Attending:RNPLastTwo, RNPTwo Loc:WS 3SFLX; WSS318A; A
 Dose Wt:<No Data Available> HCN:MB 678-912-345
 Inpatient FIN: 22-005943 [Admit Dt: <No - Inpatient admit date> Disch Dt: <No - Discharge date>

Full screen **Print** 2 hours 29 minutes ago

4. This launches Medical Record Request
5. Search for the Provider you wish to fax in the device field:

Medical Record Request - PTLASTSIX, PTSIX - 11054190 - Discharge Note

Medical Record Request Submitted Requests (0)

Template: Document Template Purpose: Other

Request for patient
 Proper authorization received?

Destination: ...
 Requester: ...
 Comment:

Related Providers Sections

Name	Relationship	Destination
<input type="checkbox"/> Burke, Victoria	Other	
<input type="checkbox"/> MDLastFive, MDFive	Ordering Physician	
<input type="checkbox"/> MDLastFive, MDFive	Primary Care Physician	
<input type="checkbox"/> NHS Test03, RadNet - Technologist	Imaging Technologist	
<input type="checkbox"/> RNPLastTwo, RNPTwo	Attending Physician	

Device selected Associated Destination

Device: **Tam, Benjamin** Copies: 1

Preview Send

Remote Report Distribution Selection

PHONE #: 12893981043

Transmit Date / Time

Non-Scheduled Date: 29/Oct/2024

Scheduled Time: 1623

test

Signature Line
 Electronically Signed
 Burke, Victoria

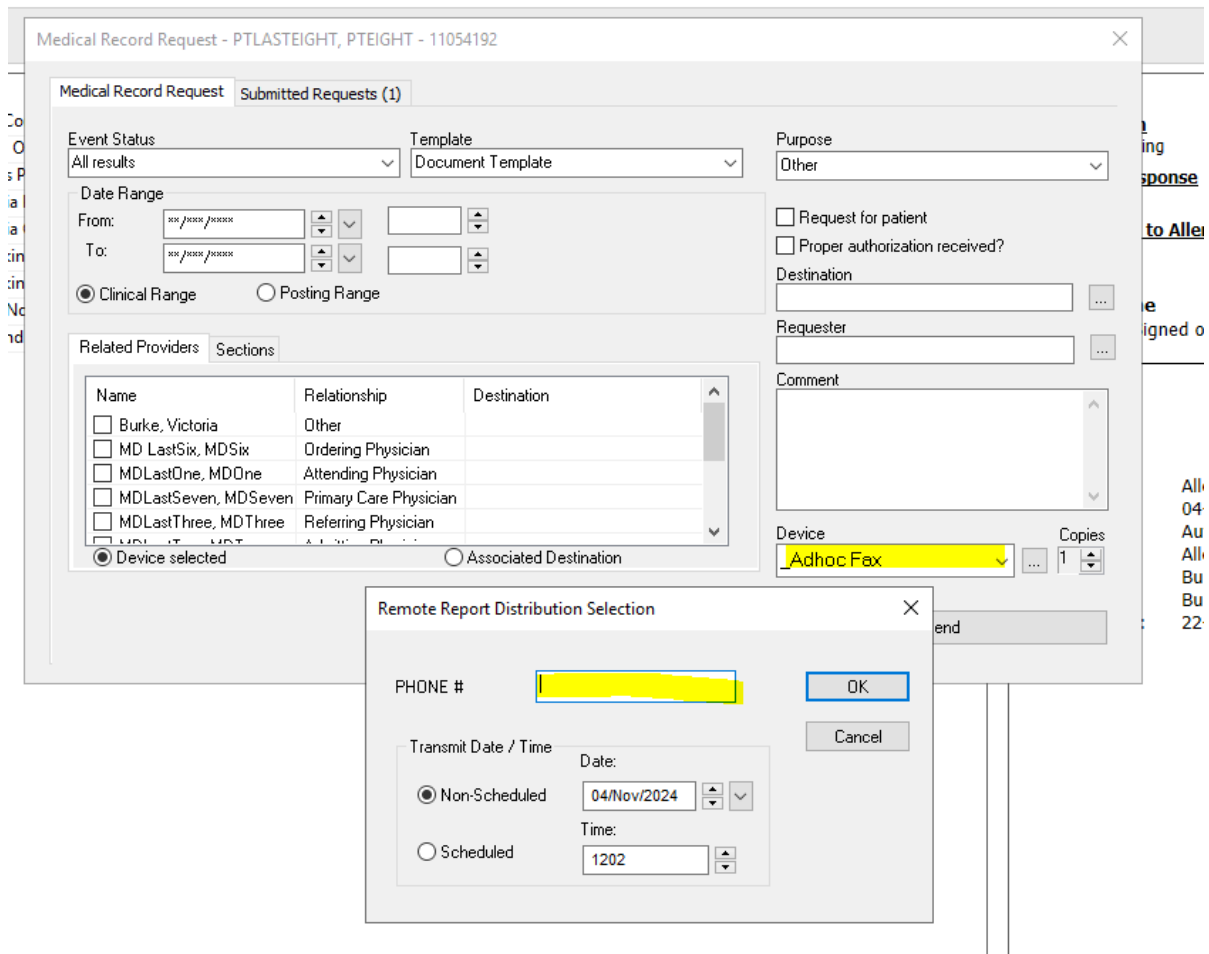
Result type:
 Result date:

Select OK

Adhoc Faxing

Ultimately, when faxing from Millennium, the best approach is to submit a request to add the Provider and a verified fax to the Provider Dictionary. When this is not an option, use the adhoc fax through Medical Record Request

1. Select the Print option
2. In the device field, enter _adhoc fax
3. Enter the fax number in the phone # field, no 1 or dashes required



Medical Record Request - PTLASTEIGHT, PTEIGHT - 11054192

Medical Record Request Submitted Requests (1)

Event Status: All results | Template: Document Template | Purpose: Other

Date Range: From: [] To: [] | Clinical Range Posting Range

Related Providers Sections

Name	Relationship	Destination
<input type="checkbox"/> Burke, Victoria	Other	
<input type="checkbox"/> MD LastSix, MDSix	Ordering Physician	
<input type="checkbox"/> MDLastOne, MDOne	Attending Physician	
<input type="checkbox"/> MDLastSeven, MDSeven	Primary Care Physician	
<input type="checkbox"/> MDLastThree, MDThree	Referring Physician	

Device selected Associated Destination

Requester: [] | Comment: []

Device: **_Adhoc Fax** | Copies: 1

Remote Report Distribution Selection

PHONE # [] | OK | Cancel

Transmit Date / Time: Non-Scheduled: Date: 04/Nov/2024 | Time: 1202

Scheduled

4. The user is responsible for monitoring that that fax goes through on the submitted requests tab. Once the fax says transmitted, this is the indication the fax has been complete



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Medical Record Request - PTLASTEIGHT, PTEIGHT - 11054192

Medical Record Request Submitted Requests (2)

Last Refresh: 04/Nov/2024 America/New_York Display: Last 24 hours

Request Status	Fax Status	Requested Date/Time	Person Name	FIN	Report Request ID	Outp
Pending	N/A	04/Nov/2024 12:05 PM America/New_York	PTLASTEIGHT, PTEIGHT	22-005947	10026567	_Adl
Report Distributed	Transmitted	04/Nov/2024 11:43 AM America/New_York	PTLASTEIGHT, PTEIGHT	22-005947	10026524	_Adl

Provider Letter

When sending a provider letter, this utilizes the fax number listed and HNA Millennium Provider Dictionary and will also be delivered to a provider who is registered with HRM

Sending a Provider Letter:

From the documents tab, select Provider Letter

PTLASTTWO, PTTWO

Task Edit View Patient Chart Links Notifications Documentation Help

Home MyExperience Ambulatory Organizer Autotext Copy Patient List Cardiovascular Case Selection Dynamic

Tear Off Suspend Charges Charge Entry Exit Calculator Message Sender AdHoc Medication Administration

PTLASTTWO, PTTWO

MRN:11054159
DOB:02/May/2022
Isolation:<No Data Available>

Menu

- Prescriber View
- Nurse View
- Outpatient View
- Women's Health View
- Therapist View (Rehabilitation)
- Allied and Mental Health Summary
- Perioperative View
- Inpatient View
- Pharmacist Workflow
- Orders + Add
- Medication List + Add
- Documentation
- Notes + Add

Documentation

+ Add Sign Forward **Provider Letter** Modify In Error

List

Display: All Advanced Filters

Service Date/Ti...	Subject	Type	Facility	Autho
2024-Nov-06 08:29:00	Provider Letter	Provider Letter	SCS	Burke,
2024-Nov-06 08:22:00	Provider Letter	Provider Letter	SCS	Burke,
2024-Nov-05 14:00:31	Consult Note	Anesthesia Pain Consult Note	SCS	Burke,
2024-Nov-05 12:26:00	Surgical Pathology Report	Surgical Pathology Report	SCS	Hassar
2024-Nov-05 08:50:09	Admission H & P	History and Physical	SCS	Burke,
2024-Oct-29 13:42:54	Op Note	PreOperative Note	SCS	Burke,
2024-Oct-28 09:00:28	XR Chest 2 Views	XR Chest 2 Views	WS	NHS Tr
2024-Oct-24 13:28:41	EC Echo Focused Study	EC Echo Focused Study	SCS	NHS Tr
2024-Oct-24 13:28:00	EC Echo Focused Study	EC Echo Focused Study	SCS	NHS Tr
2024-Oct-24 13:27:53	EC Echo Limited w/ Saline	EC Echo Limited w/ Saline	SCS	NHS Tr
2024-Oct-24 13:27:00	EC Echo Limited w/ Saline	EC Echo Limited w/ Saline	SCS	NHS Tr



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Search the provider you wish to send to

Provider Letter Recipients

Select Provider

PCP
RNPLastThree, RNPTThree

Search for Provider

Internal []

Favorite (0)

Favor...	Prefix	First Name	Last Name	Credentials	Mode	Details
There are no items to show.						

+ Add Freetext Recipient

Recipient

Favor...	Primary	Prefix	First Name	Last Name*	Credentials	Mode	Details*	More	Delete
★	<input checked="" type="checkbox"/>		Doctor One	Test	Fax		verified - 2893981043		×

Other Actions

Forward for Print To: []

Comments: (Limit 255)

*Not Printed On Letter

OK Cancel

This will populate the Recipient

Select OK.

Fill out the Provider Letter and Select OK – this will send the letter the to recipient.

If the Provider you wish to send to is not listed in the search you can manually enter the Provider and fax
 Select + free text recipient. Enter the Providers last name and manually enter the fax in the details field -
 no 1 or dashes required

+ Add Freetext Recipient

Recipient

⚠ Details of external recipients should be reviewed before sending the letter.

Favor...	Primary	Prefix	First Name	Last Name*	Credentials	Mode	Details*	More	Delete
★	<input checked="" type="checkbox"/>			Not in HNA		Fax	2893981043		×

Fill out the letter and hit OK



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Additional Information and FAQ's

1. Provider Letter:

- a. Scenario: If I am sending a Provider letter to an External Provider, will this be delivered to the fax number listed in HNA Millennium Provider Dictionary?
- b. Outcome: Yes, Provider letters utilize the fax number in HNA Millennium Provider Dictionary. The Provider letter will also be sent to the PCP via fax and/or HRM.

2. Routing a Report to an External Provider office:

- a. Scenario: Provider wants to send a note to their external office in a one off instance. Patient is seen in hospital Dr. Test. However, they now want to send the note to their office externally at the time of discharge.
- b. Outcome: This workflow can be achieved by using the print functionality, which leads to Medical Record request. This will fax the report to the providers external office. These notes will not be delivered through HRM. HRM report delivery is based on provider relationship. If the provider is cc'd on the report at the time of ordering or sign off, they will receive the report via HRM, if they are signed up.

3. Providers who want to receive reports by fax to their office

- a. Scenario: Internal Providers want to continue to receive faxed reports to their community office
- b. Outcome: If a provider receives fax reports today, they are configured in Millennium to receive fax reports to their community office, whether internal or external providers. A provider who has been set up in Clinical XR with faxed report distribution and has an established relationship with the patient, ie Family dr, attending, ordering etc, the report will be delivered by fax to their office.

4. How does a Provider get added to the patient encounter as an established relationship

- a. Scenario: If someone comes in via registration, and the cardiologists wanted their office to receive it, how would that work?
- b. Outcome: The cardiologist would be added as the Referring provider at the time of registration

5. Internal Providers with External Offices

- a. Scenario: If an internal Provider is included on a fax report distribution, will reports go to their message Centre AND be faxed to their office
- b. Outcome: no, report distributions do not send to Message Centre. For a Providers to receive electronic documentation to their message center, they would have to be cc'd on the document as it's being created/signed. Or have it forwarded to them after.

6. Question: How to I request a Provider be added or updated in the Millennium Provider Dictionary?

Answer: Submit a ticket through the [Service Desk Portal](#) or call the Service Desk x 42850



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