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What is the Provider Communication Wizard?

- Tool within StarPanel to facilitate the communication of patient information to primary and referring providers
- Enables patient reports and other documents to be sent via fax, mail or docs4u
- Communication bundles sent may be accessed and sent to other providers
- Record of sent communication saved in the AllDocs list for later retrieval

How do I access the Provider Communication Wizard?

2 most common ways to access:
1. Open patient chart and click on the ProvComm tab
2. Click Actions & select ProviderCommWizard
How Do I Start A Communication?

Click to start a new communication or open an existing communication bundle

- Communication may be sent via fax, mail, or via docs4u
  - Fax – quality assurance team will confirm fax delivery
  - US Mail – either print & mail or send to your assistant to mail for you
  - Docs4u – for Vanderbilt providers only
- To build communication (perform one or more of the following):
  - Add (or modify) the list of providers
  - Create a Provider Letter
  - Add attachments (operative reports, discharge summaries, radiology reports, etc.)
  - Edit your outgoing fax cover page information
How do I add (or modify) the list of providers?

History of provider communication and providers display on screen...click Add to (modify) this list of providers

Add a new provider:

Type in name of provider or the Practice/Facility name - click search

Click on provider's name (blue text) to add to the provider list shown at the top.

Click details to see more information related to provider (fax & phone numbers)

Name of PCP will display here (if available)

History of providers display in this section:
- Sent by you
- Sent by others

Select the providers who will receive this, then click the Save & Continue button.

Providers selected:
- Primary

Search for providers:
- Last Name:
- First:
- Middle:
- Clear

Practice / Facility:
- Find referring M.D.s by recent appointments

Search for providers:
- Last Name: 
- First:
- Middle:
- Clear

Find referring M.D.s by recent appointments

Click on provider name below to add to the selection: 

Search

Send by you

No records found

Sent by others

Historical notes:

Type in name of provider or the Practice/Facility name - click search

Add a new provider

Save changes and go back to previous page.
What if a provider is not found in the database?

Click on the link shown in the above screenshot. Next - complete the form with as much as information possible (Name, Specialty, state & your contact number required).

How do I create a provider letter?

Type information in the box (My Text available) or click to use template. This provider letter will be attached to the communication bundle being created.
**How to I attach documents?**

1. Click Add attachments.
2. Click in box for documents to be added to communication.
3. Click Attach all checked documents.
4. Click on the blue document title to review content prior to sending.

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**How do I create a Fax Cover for the communication?**

Review the fax cover page information prior to each transmission. To change information, click in the field and type in the correct/missing information.

- **To Do List**
  - Attach all checked documents

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**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.**
Once a Communication Bundle is started can I delete or save as draft?

Note the started communication below which contains: provider list, attached letter, attached documents, fax cover.

Options:

- **Send** – communication bundle will be sent to providers listed (note specific instructions below highlighted in green if sent by US Mail)
- **Save and exit without sending** – communication bundle will be saved as draft to be completed and sent later
- **Delete Communication** – will permanently delete bundle
How do I remove a provider from the provider profile of a specific patient?

To request a provider/PCP be removed from the patient's profile:

- Open patient chart
- Click on Remove PCW.Contacts in the green bar