Refer a Patient to Cincinnati Children's Through Direct Messaging

Direct Messaging (DM) is now active at Cincinnati Children's. DM enables the secure communication for the transfer of health information from one Electronic Health Record (EHR) to another.

Cincinnati Children's can currently receive messages from all Meaningful Use Certified EHR systems.

Helpful Tips
- We **can only accept** referrals to specialty services (e.g. Gastroenterology) NOT individual specialists**.**
- We **cannot accept** the following through DM*: o   Radiology Service Orders (includes both Radiology and Nuclear Medicine)
  - o   Diagnostic Testing Orders (includes EKG, ECHO, EEG, EMG, PFT, DXA Scan, GTT and Sweat Chloride)
  - o   OT / PT / Speech Pathology / Audiology Service Orders
  - o   Clinical Laboratory Orders
  - o   Dentistry does not use Epic, therefore referrals cannot be sent through DM.

*Referral forms for areas not supported by DM are available through our website:
http://www.cincinnatichildrens.org/referrals
- If referring to the Hypertension & Cholesterol Clinic, please send to Cardiology.
- If referring to the Concussion Clinic, please send to Sports Medicine.
- If referring to the Feeding Team, please send to Aerodigestive.
- If ordering Voice, Fees, VPI, please send to ENT
- "Other Specialty" is used when there is uncertainty regarding where a referral should be sent.

Steps for setting up DM in your practice

If your EHR system is Epic:
- Contact your Epic Technical Support to determine what your technical build needs are to activate DM functionality.
- Download the Cincinnati Children's address book, available on the Epic website.

If your EHR system is not Epic:
- • Contact Technical Support from your EHR vendor to determine what the technical build needs are for DM. Then,
- • Contact The Health Collaborative (aka HealthBridge) to discuss your setup needs. The Health Collaborative can be reached at (513) 469-7222 or by email at info@healthcollab.org. The Health Collaborative is the designated Health Information Service Provider (HISP) for Cincinnati Children's and will facilitate electronic communication between our Epic system and non-Epic EHR systems.

Confirm messages are being received in an appropriate format after first use:
- • Contact CCHMC Referral Center at 513-803-0000 to confirm the message is in the appropriate format.
  - o   If in the appropriate format, please discontinue faxing a copy of the referral.
  - o   If not in the appropriate format, we will share what is missing. Please contact your IS support. If unable to correct, we will contact our IS department for guidance.

Please direct questions to: careeverywhere@cchmc.org