
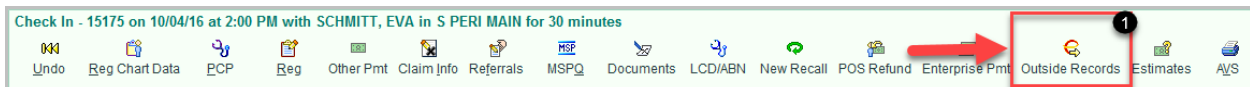



Front Desk: Request a Patient's Records from an Outside Organization during Check-In.

To get a more complete picture of a patient's medical history, you can review clinical information from other organizations. Use the Request Outside Records activity to request a patient's records from an outside organization and collect his authorization.

Request a Patient's Records

- Upon checking in the patient, open the Request Outside Records activity from one of the following places:
 - In a patient visit, click  **Outside Records** on the navigator toolbar.
 - In a patient's hospital chart, click **Request Outside Records** in the Care Everywhere navigator section.



- Select the check box for each organization from which the patient wants you to request records. Organizations near the patient's home or work appear toward the top.
 - If the organization you need doesn't appear, begin typing its name in the search field. As you type, matching organizations appear.
 - If you frequently request records from the same organization, click  to mark it as a favorite so it appears toward the top of the list.
- In the **Password** field, enter your Epic password and press **Enter**.

Request Outside Records ? Close

Choose Organizations to Query

Name	Address	Associated Organization
Existing Links		
No existing links.		
Near Brilliant Rugby's Home		
<input type="checkbox"/> Kaiser Permanente Southern California - WITS	☆ Pasadena CA 92801 UNITED STATES	Kaiser Permanente Southern California - WITS
<input type="checkbox"/> Kaiser Permanente Southern California - RESC	☆ Pasadena CA 92801 UNITED STATES	Kaiser Permanente Southern California - RESC
<input type="checkbox"/> UC SAN DIEGO HEALTH SYSTEM - TST	☆ San Diego CA 92108	UC SAN DIEGO HEALTH SYSTEM - TST
<input type="checkbox"/> UC SAN DIEGO HEALTH SYSTEM - BLD	☆ San Diego CA 92108	UC SAN DIEGO HEALTH SYSTEM - BLD
<input type="checkbox"/> Bastyr - BUC	☆ SAN DIEGO CA 92121	OCHIN DEV
<input checked="" type="checkbox"/> San Diego Sports Medicine 2	☆ 6699 Alvarado Road, Ste 2100 San Diego CA 92120	UC SAN DIEGO HEALTH SYSTEM - TST
<input checked="" type="checkbox"/> Rady Children's Hospital (TST2)	☆ San Diego CA 92123	Rady Children's Hospital (TST2)
<input checked="" type="checkbox"/> RCH Chula Vista (TST2)	☆ Chula Vista CA 91911	Rady Children's Hospital (TST2)
<input type="checkbox"/> RCH Fenton St (TST2)	☆ Chula Vista CA 91914	Rady Children's Hospital (TST2)
<input type="checkbox"/> RCH La Mesa (TST2)	☆ La Mesa CA 91942	Rady Children's Hospital (TST2)
<input type="checkbox"/> RCH El Cajon (TST2)	☆ El Cajon CA 92020	Rady Children's Hospital (TST2)

You certify on behalf of your organization that the sole purpose of this request is to provide treatment to this patient and the information below is correct to the best of your knowledge.

Encounter provider:

Reason:

Password: **3**

4. If a matching patient record is found, it appears. Demographic information that doesn't match exactly is highlighted, so that you can verify it before proceeding. If you've found the correct patient, click **Yes - Correct Patient**. If not, click **No - Incorrect Patient**.
5. If the information doesn't match, or if no matching patient is found, contact the organization using the phone number that appears and request the patient's Care Everywhere ID.
 - If you get the ID right away, enter it in the **Retry this query** field and click **Query** to try your request again.
 - If you get the ID later, open the Request Outside Records activity for the patient after you get the ID. Click **Options** on the top right of the screen, click **Enter Care Everywhere ID**, and enter the patient's ID in the field that appears. Then, enter your password and click **Query** to try your request again.
6. Open the patient's outside record by clicking **View Chart**
7. Click on the **Summary** tab to see that there is information available.

