



Attaching a Document to an Existing Referral

Bridge Referral Application User Guide

There are situations when the patient's lab results or other documents become available after a referral is sent and accepted. Instead of faxing this document or sending by Direct message, the document can be attached to the referral. Sending documents through the GLHC Bridge Referral Application ensures that the receiving healthcare provider and organization receives the documents in a secure and timely manner.

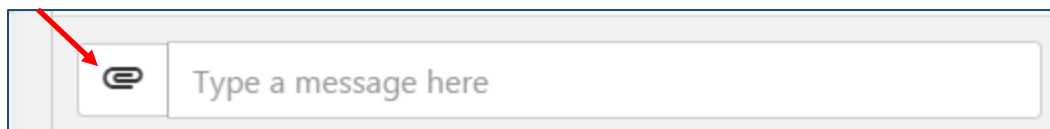
Download attached documents to a designated folder by the receiving location in order to upload to the patient's chart in the receiving practice's EMR.

GLHC recommends sending attachments in PDF format. However, JPEG files are also acceptable. Microsoft Word and Microsoft Excel are not as preferable because not all workstations have Microsoft Office available. Sending in PDF format also accommodates differences between Windows and Mac computers.

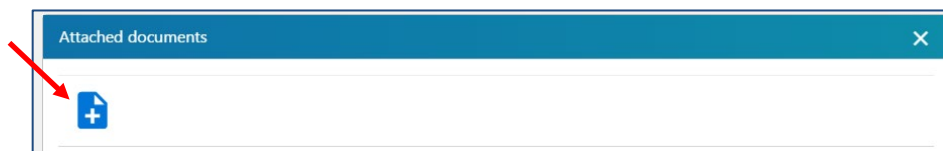
Attachments cannot be deleted from a referral.

Attaching a Document to a Sent Referral

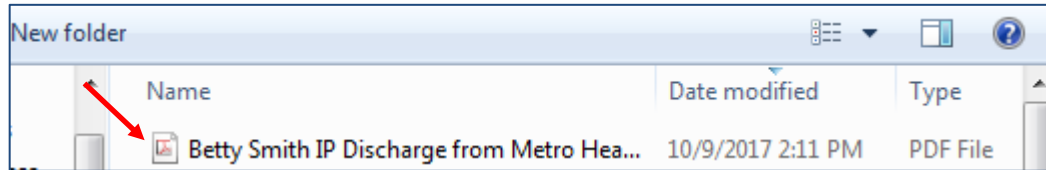
1. Click into the Sent worklist within the Referral Worklist panel, click the sent referral that the document needs to be attached to. The referral will turn blue and the details of the referral will be available to the right, in the Referral Details panel.
2. At the bottom of the Referral Details panel, click on the paper clip icon that is located to the left of the messenger box. This will open the attachments window.



3. Click on the plus icon to open your computer's file manager.

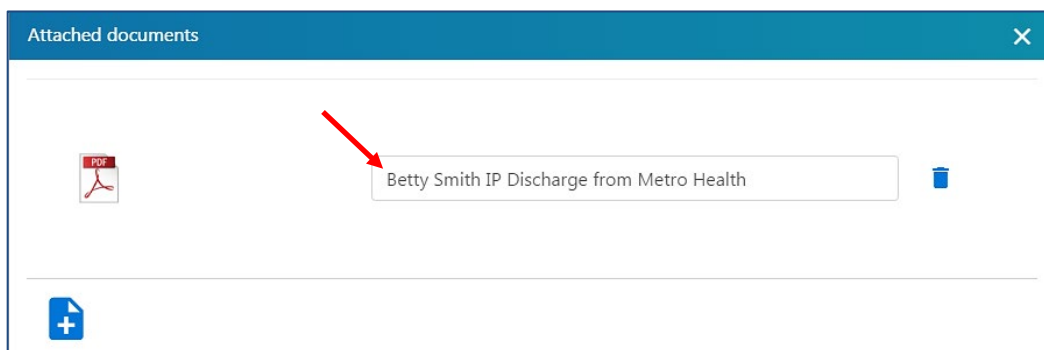


4. Find the document and double-click on it.

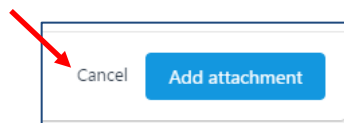
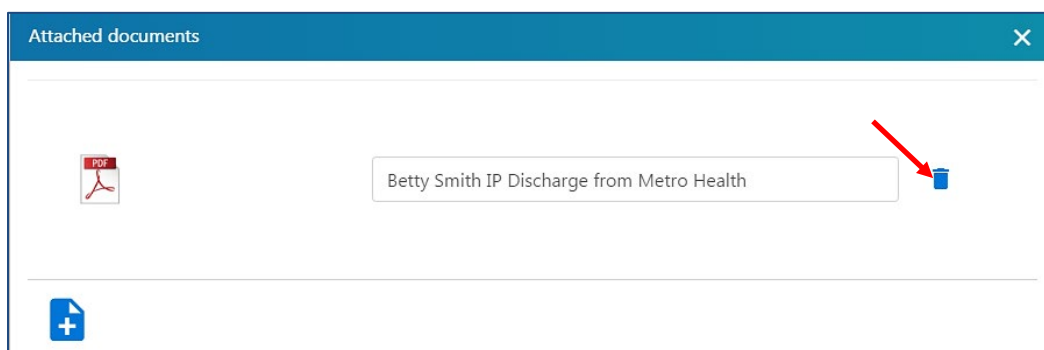


Note: It is crucial to follow the HIPAA guidelines set up by your organization on where these documents are saved prior to attaching them. If you are unsure, please consult your Manager or Privacy and Security Officer.

5. The document name/title will display in the Attachments window within the Bridge Referral Application. Make any changes to the title if needed.



If a document is added to the Referral in error, delete the attachment by clicking the trashcan icon located to the right of the document name or click "Cancel" to close the Attachments window without adding the document.



- To save the document to the referral, click “Add attachment” at the bottom right of the window. The document will then appear as a thumbnail in the Message Panel and be part of the Timeline panel.



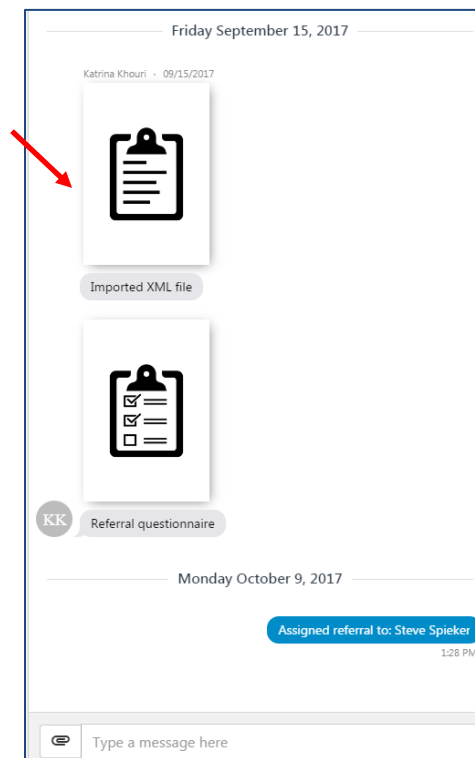
Receive, View, and Download an Attachment

A sending office may add document to a Referral at any point during the referral process. There are several ways that the receiving office can see that there is a new attachment.

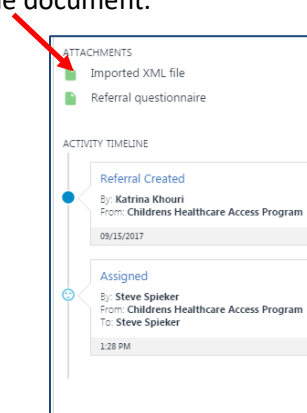
- Until acknowledged, the referral will appear in the list of referrals with a New Attachments (Organization panel).
- A paper clip icon is added to the Referral in the Referral Worklist panel.
- There will be an attachment image in the Referral Details panel



- A file icon and the name of the file will be in the Message panel. Click on the image to view the document.



- The name of the document will be in the list of Attachment in the Timeline panel. Double click on the name of the document to view the document.



- To take additional actions, open the document within the Bridge Referral Application.
 - To download** - click the download icon in the upper right hand corner. Select a file folder and click Save.
 - To print – click the print button and select an available printer or folder.
 - To exit the document viewer – click the “X”.
 - If more than one document is available in the Referral, an arrow will appear on the side of the viewer. Use the arrow(s) to navigate between documents.

GLHC Test Lab Report
Print

#, GLHC -1902 #-0911 34	Age: 117	MRN: 26262626 Gender: M Phone:	
		Primary Care: Best, Doctor	
Requested 01-22-2019 11:30 Ordered by Physician ID	Observed 01-22-2019 11:31 Result Interpreter	Result Report/Status Change 01-22-2019 13:24 Servicing Location Allegan General Hospital Laboratory	
Status: Final			
Result	Units	Ref Range	Out of Range
88 TRIGLYCERIDE <150 mg/dL Acceptable 150-199 mg/dL Borderline High 200-499 mg/dL High >=500 mg/dL Very High	mg/dL	30-150	
191 TOTAL CHOLESTEROL <200 mg/dL Optimal 200-240 mg/dL Borderline High >240 mg/L High	mg/dL	140-200	
39 HDL	mg/dL	40-60	Low

Actions ▾

ATTACHMENTS

- GLHC Test Lab Report
- GLHC Test Note
- Referral questionnaire
- 1111 ATTACHMENT for REFERRALS
- Tesla

ACTIVITY TIMELINE

- Referral Created
 By: Carrie Strom
 From: Great Lakes Health Connect Primary Care
 8/16/2019 9:48 AM ➔
- Accepted
 By: Mary Graham
 From: GLHC Mary Diabetes Education Services
 8/16/2019 9:53 AM
- Scheduled
 By: Mary Graham
 From: GLHC Mary Diabetes Education Services
 For: 09/04/19
 8/16/2019 9:53 AM
- Patient Aware of Appt.
 By: Mary Graham
 From: GLHC Mary Diabetes Education Services
 8/16/2019 9:53 AM

“No Image”

A “No Image” icon/message signifies that a preview image for that document type is not available within the Bridge Referral Application. To view the document, first download it to your computer.

