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# Outside Messages Folders

## Receiving Outside Messages

Outside Messages have their own folder.

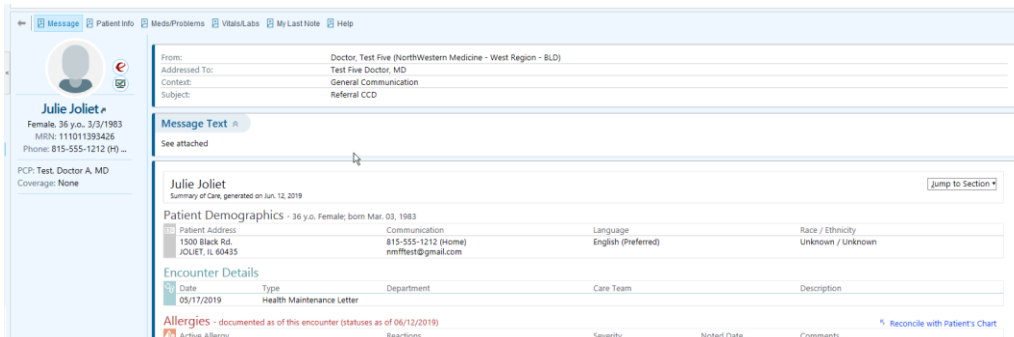
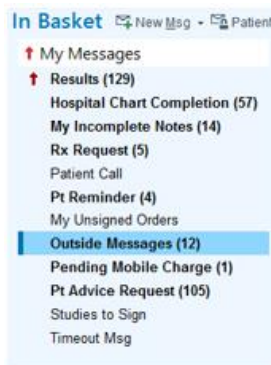
*The **Outside Message** folder contains:*

- Incoming Share Everywhere messages, Share Everywhere messages can only be forwarded.
- CCD's electronic referral Continuity of Care Document (CCD) messages.
  - Electronic referral CCD messages can be replied to and forwarded.

Messages sent to a NM clinician's direct address will appear in the Outside Message folder.

Northwestern Medicine clinicians may receive Outside Messages in the following scenarios:

- Outside clinician ordered a referral to the NM clinician
- Outside clinician discharged a patient to the NM clinician
- Outside clinician manually sent a Direct Message to the NM clinician
- The NM clinician sent a Direct Message (automatically or manually) to an outside clinician and the outside clinician replied
- A Share Everywhere message is sent from an outside clinician to the NM clinician via the Share Everywhere site. Share Everywhere is a web-based tool that allows patients to share their Epic record via their NM MyChart with any caregiver. The tool allows them to send a message to us.



## Sending Outside Messages

Unless the patient opts out of Care Everywhere at Northwestern Medicine, a Continuity of Care Document (CCD) will be sent electronically with Outside Messages. NM clinicians are able to send Outside Messages in the following scenarios:

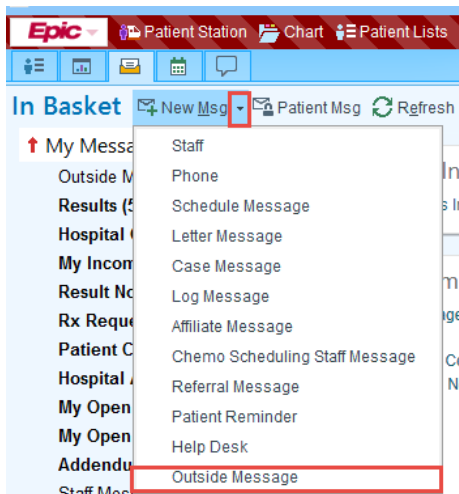
- The NM clinician orders a referral to a specific outside clinician that has a Direct Address in our system
- The NM clinician discharges a patient to an outside clinician that has a Direct Address in our system (Follow up Field)
- The NM clinician receives an Outside Message from an outside clinician and replies to it

Future State – July 2019

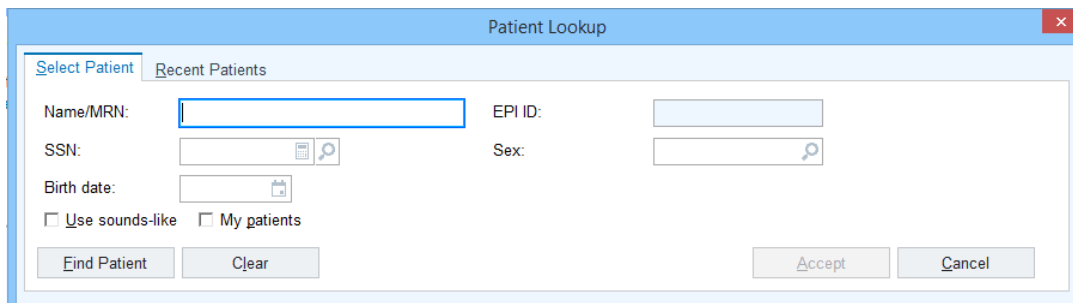
- The NM clinician will have the ability to manually send a Direct Message to an outside clinician via the In Basket if their direct address is searchable in our database
  - When an Outside Message is sent, a Continuity of Care Document (CCD) for the patient’s most recent encounter is sent

To manually send a Direct Message to an outside clinician via the In Basket:

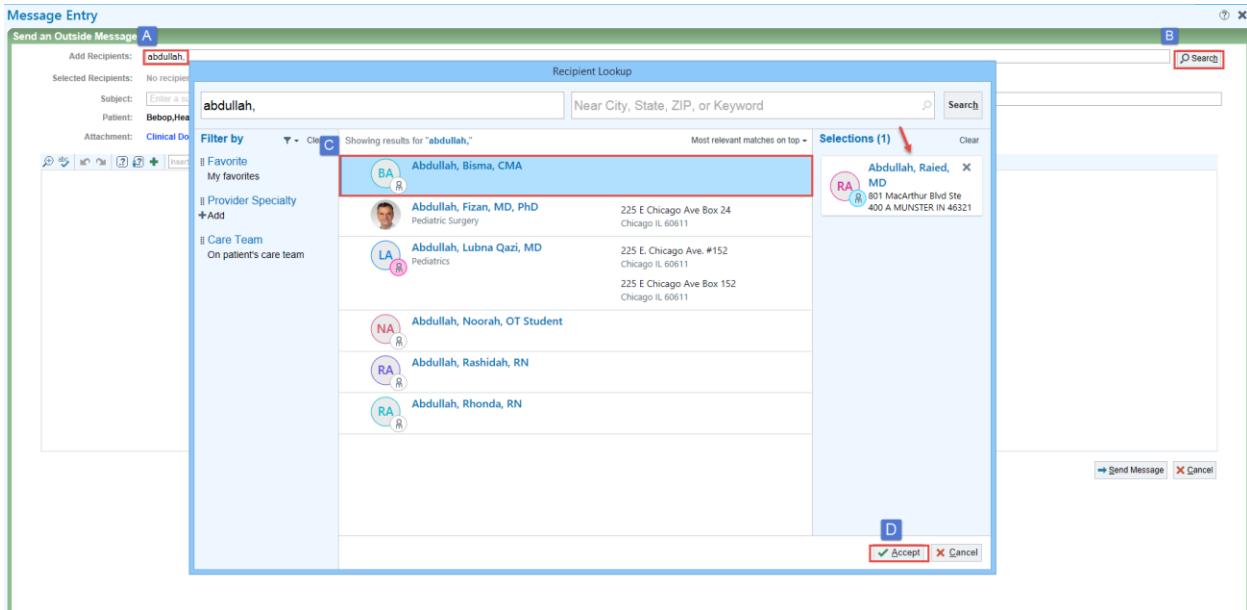
1. Select the arrow next to New Message>Outside Message



2. Look up patient



3. You will need to enter the outside clinicians information
  - a. Outside clinicians name in Add Recipient field
  - b. Select Search
  - c. Select outside clinician as appropriate
  - d. Select Accept



4. Enter text as appropriate in the Subject field
  - a. Select Clinical Document to review CCD being sent
5. Select Send Message

