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Policy: Entering Referring Doctors

Due to insurance companies' regulations all patients that present to the specialist office must have referring doctor entered. Referring doctor is a doctor who sends a patient to be seen by Dr. Reddy and writes physical order for either consultation or any testing. In these cases referring doctor must be entered into the system and attached to appropriate encounter places to avoid claim rejections and making sure records are being delivered in a timely matter to those doctors for review and continuum of care.

To enter referring doctor into the system:

- go to **Nextgen** Icon and click on it
- When **Nextgen Application Launcher** pops up click on **File Maintnance**
- Enter your credentials to log into the **File Maintance**
- Under **Master Files – System** click on **EPM** which will give you a list of all hardcoded lists in the system that cannot be ever deleted
- Click on **Providers** List and make sure that you remove check marks at the bottom of the screen under **Include EPM Items** and **Include EHR Items**
- A list of all providers entered into the system shows up
- Please verify that physician name does not appear in this list to avoid messing up Provider List and creating duplicate entry for the same physician (check by last name and first name)
- If desired physician is not found left click on the left side blue **Notepad** and choose option **New**
- Under **Demographic Tab** enter physician **Last Name**, **First Name**, Practice Location Physical **Address**, **Phone Number** and **Fax Number**
- Under **Display As** doctor name appears automatically please enter doctor credentials (MD or DO) after the Last Name but before the comma (this must be done to display doctor appropriately in EHR)
- Also enter same credential under **Degree (**this must be done to show doctor entry in EHR appropriately)

- Go to **System Tab** and enter **National Provider ID** that can be pulled out from either NPI Registry or by calling doctors office and obtaining that information from providers office
- Go to **Provider Type** and leave green check mark under **Admitting**, **Referring** and **Primary Care Phys** (this must be done on order to show doctor in EHR)
- Close the **Modify Provider Screen** as well as the **Provider List**
- Go back under Providers List once more again remove the checkmarks under Include EPM Items and Include EHR Items
- Pull the same doctor up by typing Last Name in the Search box and go to **System Tab**
- Right click on the **Default (UPIN)** line and click **Open**
- Please enter OTH000 (in exact format) under payer number and click OK
- Click OK for the **Modify Provider Information** screen to close the screen
- Now you can go to EHR pull the patient out and go to **Home Page Template**
- Click on PCP View Patient Providers screen shows up
- Here you can change or add a physician whether it is primary or specialist (look at additional policy on this)
- Also, at time go back to EPM and pull out the Encounter from Patient **Chart**
- Click on the blue window under **Encounter Information** and click on **Open**
- **Encounter Maintenance** window pops up
- Go to **Referring** window and backspace entered name to remove it
- Start typing correct doctor Last Name (just few letters is enough) to enter it and click OK to save