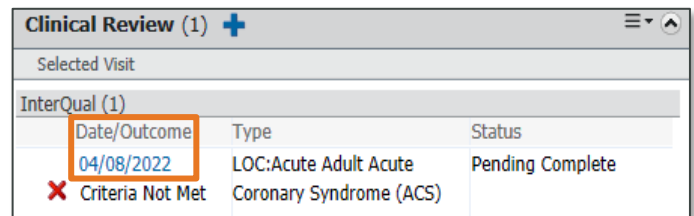


EMMC, Mercy, and AR Gould will be sending and documenting secondary clinical reviews within the InterQual component on the Clinical Review MPage. Secondary reviews are documented by the internal physician advisor at EMMC, Mercy, and AR Gould. If the secondary review was completed by an external reviewer, such as EHR (Executive Health Resource), these reviews will be documented by the care manager.

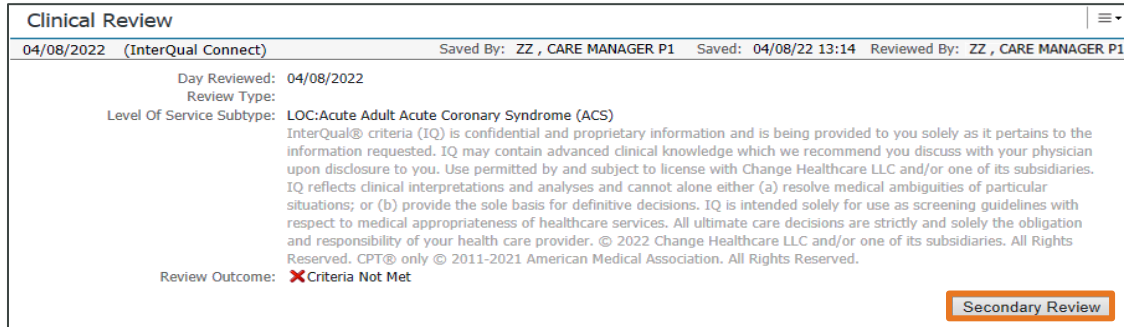
## Sending a Secondary Review to an External Reviewer

- STEP 1:** Navigate to the Clinical Review MPage.
- In the Clinical Review component, identify the InterQual review that will be sent to a secondary reviewer.
  - Select the **blue date** to open the review.



Date/Outcome	Type	Status
04/08/2022	LOC:Acute Adult Acute Coronary Syndrome (ACS)	Pending Complete

- STEP 2:** Select the Secondary Review button.



Clinical Review  
04/08/2022 (InterQual Connect) Saved By: ZZ, CARE MANAGER P1 Saved: 04/08/22 13:14 Reviewed By: ZZ, CARE MANAGER P1

Day Reviewed: 04/08/2022  
Review Type:  
Level Of Service Subtype: LOC:Acute Adult Acute Coronary Syndrome (ACS)

Review Outcome: **Criteria Not Met**

**Secondary Review**

- STEP 3:** Check the External Reviewer box.

- STEP 4:** Choose the Personal Address List link and select the appropriate EHR Review Team pool.

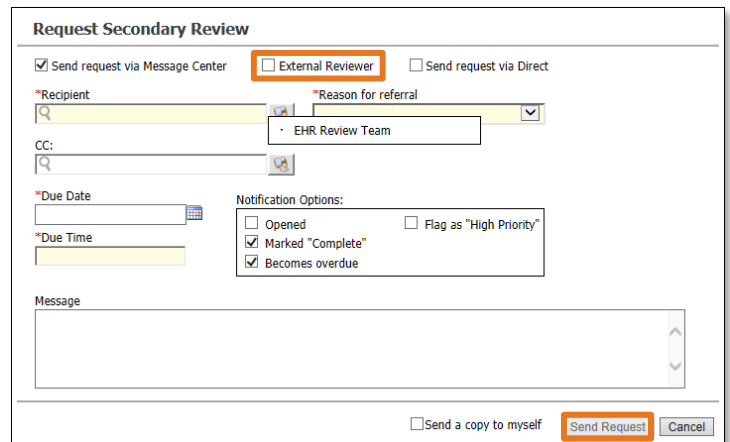
- STEP 5:** Using the drop down, enter the Reason for referral.

- STEP 6:** Using the calendar, select the Due Date and enter the Due Time.

- STEP 7:** Check the desired Notification Options.

- STEP 8:** Enter any additional information for the reviewer in the Message box.

- STEP 9:** Once the required fields are completed, select Send Request.



**Request Secondary Review**

Send request via Message Center  External Reviewer  Send request via Direct

\*Recipient: EHR Review Team \*Reason for referral: [Dropdown]

CC: [Dropdown]

\*Due Date: [Calendar] \*Due Time: [Time Picker]

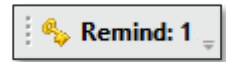
Notification Options:  
 Opened  Flag as "High Priority"  
 Marked "Complete"  
 Becomes overdue

Message: [Text Area]

Send a copy to myself **Send Request** Cancel

**STEP 10:** Update the UM status in the Care Management component using Refer for Secondary Review.

**NOTE:** When EHR responds, **Remind: 1** will display in the Message Center communication box in the toolbar. The number will update with the number of responses waiting to be reviewed.



## Reviewing a Secondary Response in Message Center

**STEP 1:** Navigate to the Message Center.

**STEP 2:** Select the bold **Remind: 1** next to the gold key.

- New responses will be bold. Red responses indicate they are overdue.

**STEP 3:** Double-click the response to open.

**STEP 4:** Once the response has been reviewed, select **Save to Chart/Complete**.

- The response will be saved in Notes in the Care Management Secondary Review folder and will no longer display in the Message Center.
- If the response should stay in the Message Center Reminders, select **Save to Chart**.

## Sending a Secondary Review to an Internal Physician Advisor

**STEP 1:** Navigate to the Clinical Review MPage.

- In the Clinical Review component, identify the InterQual review that will be sent to a secondary reviewer.
- Select the **blue date** to open the review.

**STEP 2:** Select the Secondary Review button.

**STEP 3:** Uncheck **Send request via Message Center**.

**STEP 4:** Enter the **Reviewer** name using Provider Search.

**STEP 5:** Using the drop down, enter the **Reason for referral**.

**STEP 6:** Document the **Communication type** used to send the internal secondary review.

**STEP 7:** Select **Document Request**. Eyeglasses display indicating a secondary review has been sent.

A screenshot of the "Request Secondary Review" form. It contains several input fields and checkboxes. The "Send request via Message Center" checkbox is highlighted with a red box. The "Document Request" button is also highlighted with a red box.

**Request Secondary Review**

Send request via Message Center     External Reviewer     Send request via Direct

\*Reviewer: [Search field]    \*Reason for referral: [Dropdown menu]

\*Communication type:  
 Fax  
 Paper  
 Verbal

**Document Request**    Cancel

A screenshot of the "Clinical Review (1)" window showing a table of InterQual reviews. The first row is highlighted with a red box, and the "Criteria Not Met" status is marked with a red X.

Clinical Review (1) +			
Selected Visit			
InterQual (1)			
	Date/Outcome	Type	Status
	04/08/2022	LOC:Acute Adult Acute	Pending Complete
	Criteria Not Met	Coronary Syndrome (ACS)	

## Documenting a Secondary Review Response

**STEP 1:** Navigate to the **Clinical Review MPage**.

- In the **Clinical Review** component, identify the InterQual review that will be sent to a secondary reviewer.
- Select the **blue date** to open the review.

**STEP 2:** Scroll down to the **Secondary Review** section.

**STEP 3:** Select the **Completed** box.

The screenshot displays a 'Secondary Review' table and an 'Edit Secondary Review' dialog box. The table has columns for Requested, Completed, Reason for Referral, Reviewer, and Outcome. The 'Completed' column for the entry '04/08/2022' is highlighted with an orange box. The dialog box shows details for the review, including the requested date, reason for referral, reviewer, and a dropdown menu for the outcome. The 'Outcome' dropdown is open, showing options: Inpatient, Observation, Outpatient extended recovery, and Does not meet INP/OBS/OOB. The 'Save' button is highlighted with an orange box.

Requested	Completed	Reason for Referral	Reviewer	Outcome
04/08/2022		Does not meet Inpatient Criteria per IQ	EHR Review Team	

**Edit Secondary Review**

Requested: 04/08/2022 (Message Center)  
Completed:  
Reason for Referral: Does not meet Inpatient Criteria per IQ  
Reviewer: EHR Review Team (External)  
Copied on Review: ZZ, CARE MANAGER P1

Outcome:  
Additional Notes:

- Inpatient
- Observation
- Outpatient extended recovery
- Does not meet INP/OBS/OOB

Save Cancel

**STEP 4:** Using the **Outcome** drop down, choose the applicable EHR response and select **Save**.

**NOTE:** The current date will display in the **Completed** box and the selected EHR response displays in the **Outcome** box.