# EPIC Training

Sending a Letter in Communications

Ambulatory | Clinician

Sending Letters in Communications

In Epic, the **Communications** section is used to send letters to patients, providers and other clinicians as well as creating a work excuse or school excuse letter for the patient. Letters can be created within an Encounter or outside of a scheduled visit.

Send a Letter Using Communications Within an Encounter

1. Click the **Wrap Up** activity while in an **Encounter**.
2. Click **Communications** in the table of contents.
3. Click the **New Communication** button.
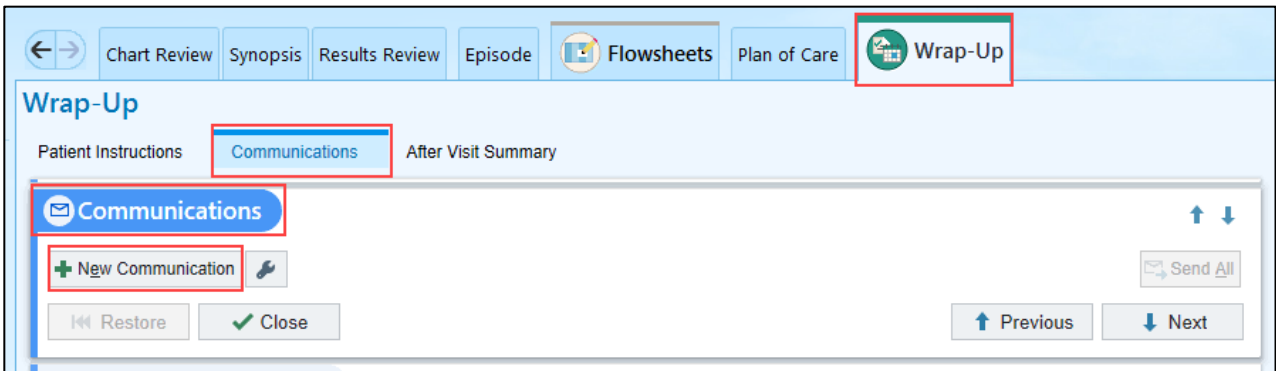
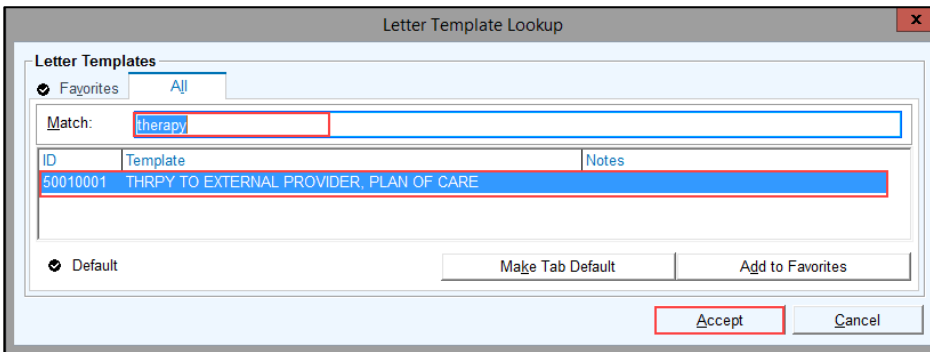4. Click the corresponding speed button to add a **Recipient**.
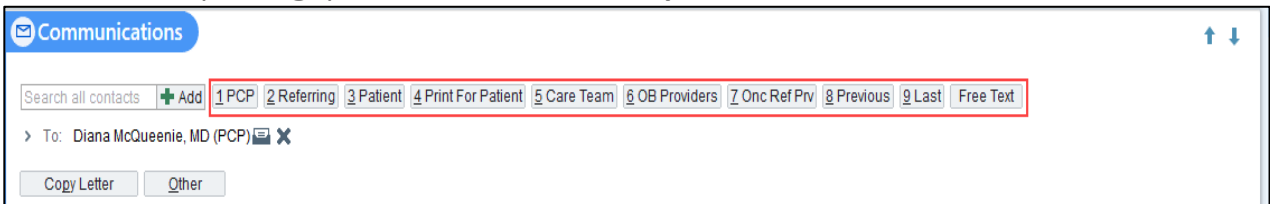
*Hint: You can choose multiple speed buttons for **Recipient**.*

- Type name in **Search all contacts** field or use **+Add** to search for **Recipients** if not a speed button.

- Use **Free Text** speed button to add a recipient or outside entity that is not found in the database. You must know the fax number, address, or phone number of the recipient.

- Any other selected recipients will be cc'd.

5. Select the desired **Letter template**.

Hint: There are speed buttons for commonly used Letter Templates.

- Use the **Other** speed button to search for a template not listed.

  *Hint: You can also create your own Letter template. **See details for creating a blank Letter template in steps 9 and 10 below**.*

6. Review and edit letter using the inner letter scroll bar to scroll down.
   *Hint: Click F2 to follow through your **Note** template and complete **Wildcard (***)** variables.*
7. Scroll down using the activity (outer) scroll bar.
8. Click **Send Now** to send letter based on **Recipient** communication mode.
   *Hint: If you are sending a letter to a patient who is enrolled in **eCare (MyChart),** clicking **Send** will send the letter via **eCare (MyChart).***
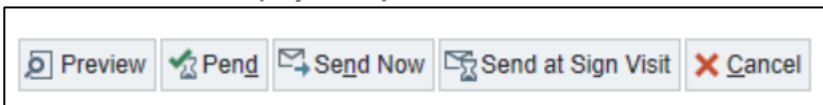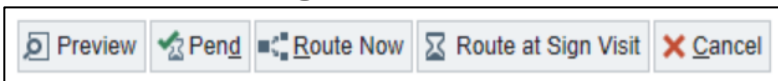

Route Letter to Support Staff to Send

1. Click check box in front of **Route draft to**: delegate sending of letter to support staff for finalization.
2. Type the name of the **Support Staff Pool** in the **Route draft to:** field.
   Hint: Check with your clinic manager to find out what pool handles outgoing mail for your clinic
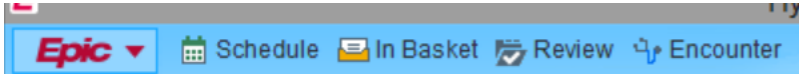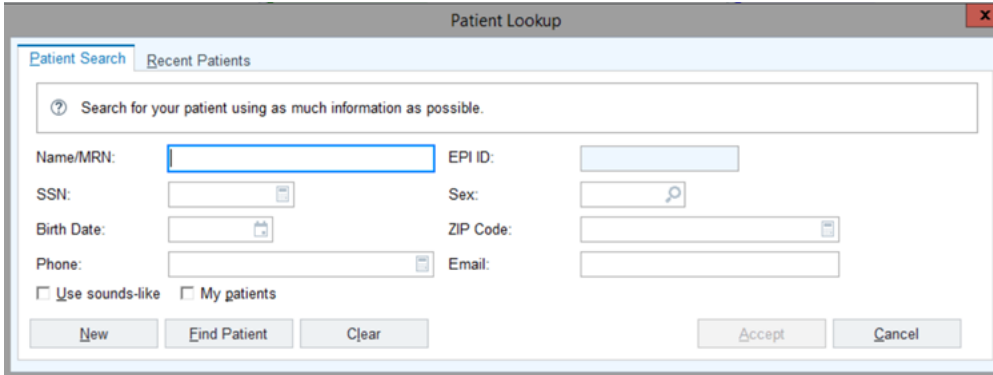

3. Click either **Route at Sign Visit or Route Now**.

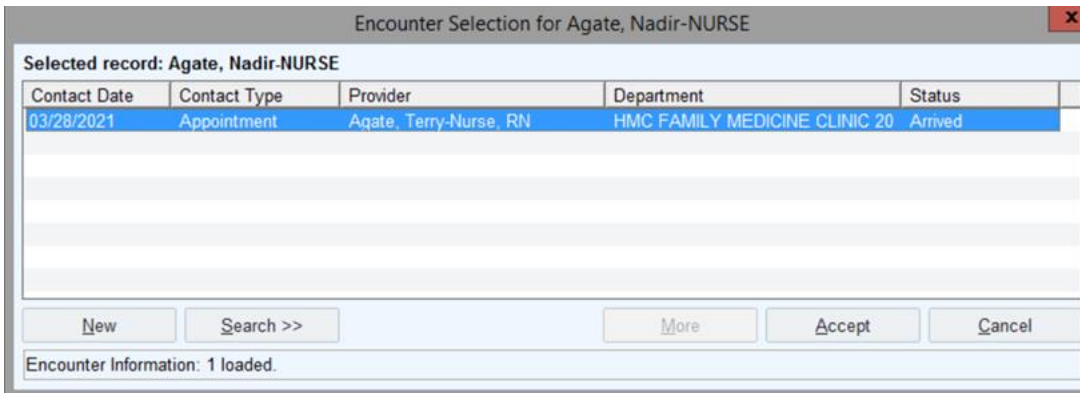## Send a Letter Using Communications Outside of a Scheduled Visit

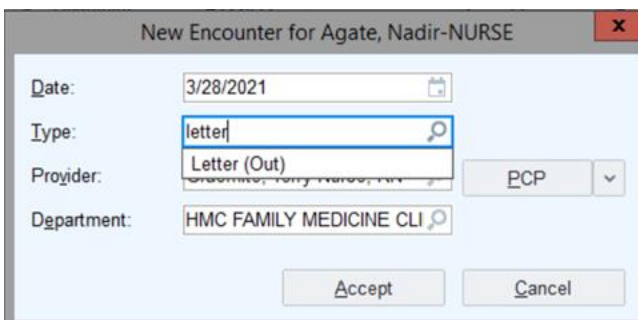1. Click Encounter on the **Global toolbar**.

2. The **Patient Lookup** window opens, enter key identifiers to find your patient and click **Find Patient**.

3. The **Patient Select** window opens, confirm the correct patient is highlighted and click **Select**.
4. The **Encounter Selection** window opens, click **New**.

5. The **New Encounter** window opens, in the **Type** field, type "letter".
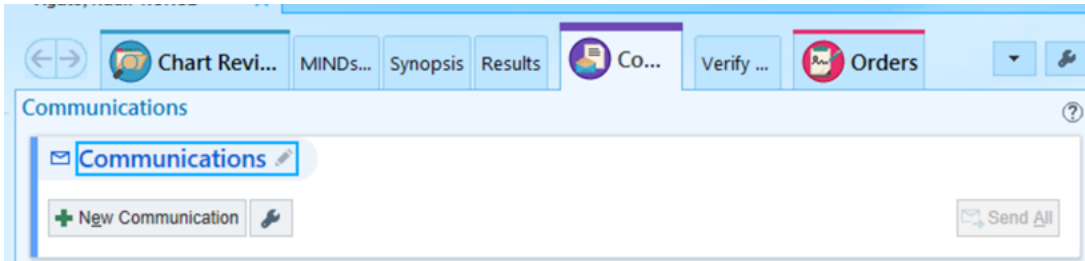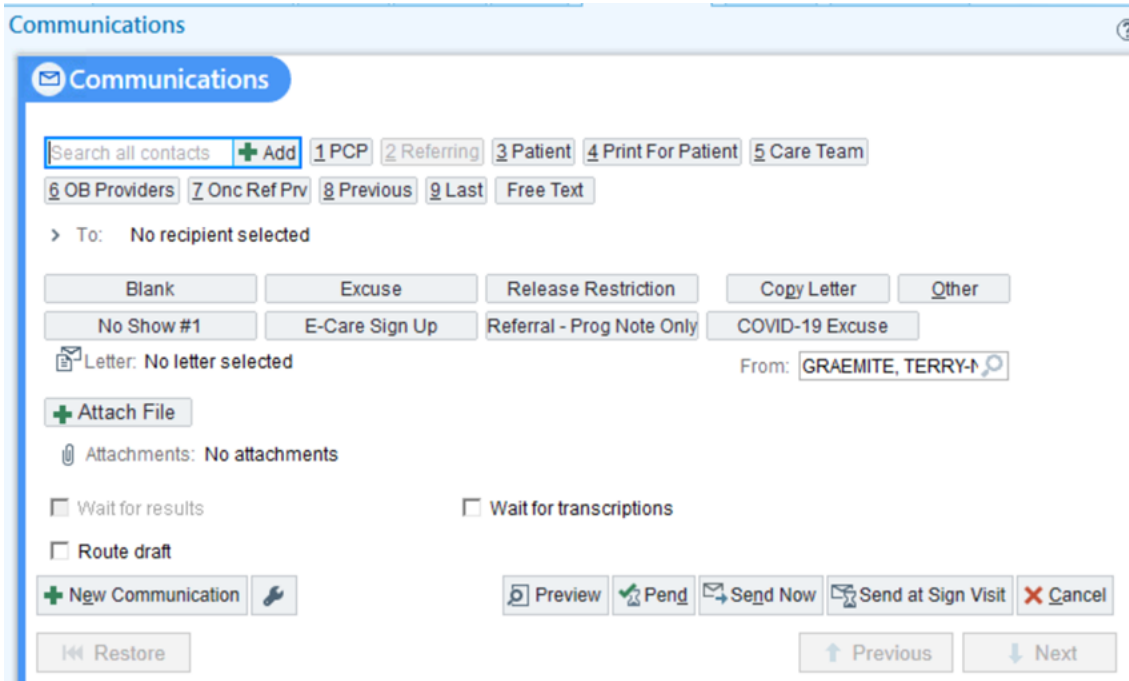
6. Confirm the **Provider** and **Department** are correct and click **Accept.**

7. The **Communications Activity** opens and click **New Communication**.

8. The C**ommunications** window opens, select the **Recipient** by clicking the speed buttons or search for a contact in the **Search all contacts** field.
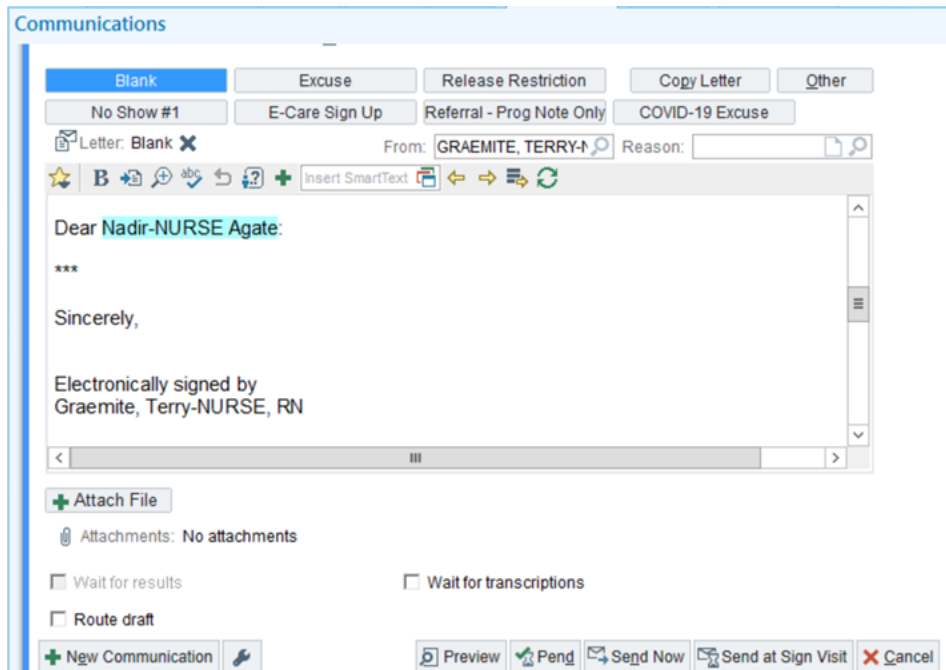

9. Click the **Blank** speed button to open a blank **Note** template to begin creating your Letter.

10. Once you have composed your letter, click **Send Now.**
    *Hint: You can view your Letter in **Chart Review** under the **Letter** tab.*