# ECW How To
P2P

P2P stands for "provider to provider". It is meant as a way to communicate referrals to specialists, specialist visits to PCP's, and general communication about patient-specific issues among various providers.

There are many ways to access P2P. The screenshot at the right shows the Hub – notice the "Share" button. From here, you can send a patient record to the PCP (after completing your visit), or send a referral to a specialist. In this discussion, I am going to demonstrate how to send a message with an office note from one provider to another. So, in the screenshot to the right, choose "Send eCW P2P Patient Record".
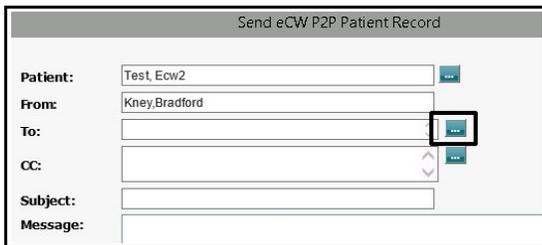
There are other ways to access this function, but for Meaningful Use, you MUST start at the Hub. I don't know why, but that is the rule. Start at the Hub.
Choose the ellipsis as show in the screenshot to the left. This will open the screen below.

You can choose "My Favorites" or "All" to search the database of providers. All PrimaCARE providers are in this database, but you may need to "Invite" others. More on this later.
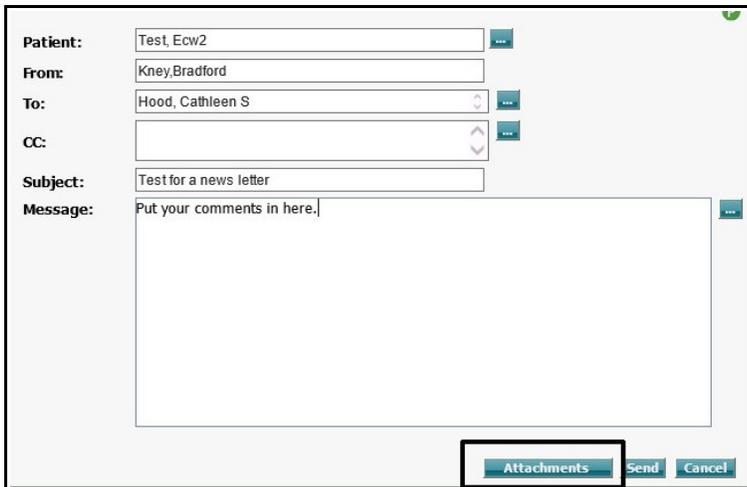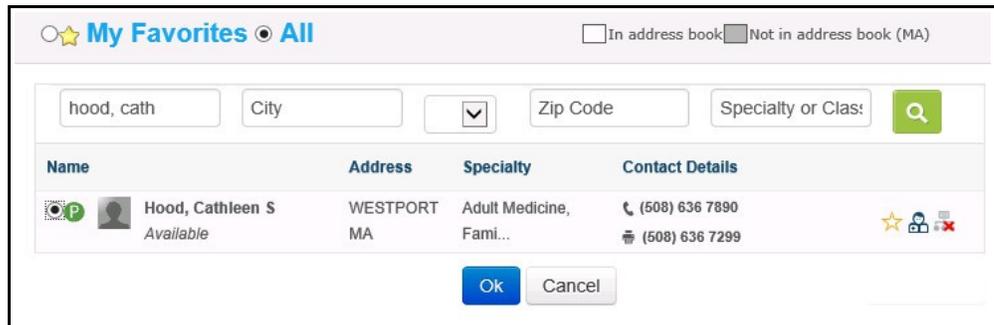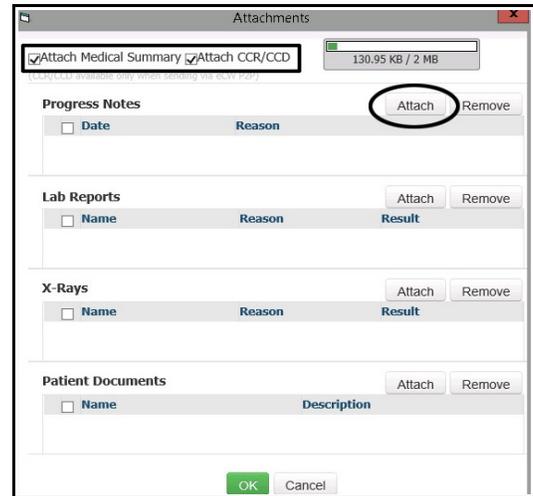
After choosing the provider to whom you plan to send this communication, you can enter a subject line and message – though this is not necessary. Now, you need to attach the correct note to your communication. Click on the "Attachment" button.

Notice that the system automatically adds the medical summary and CCR/CCD (Continuity of Care Record/Continuity of Care Document) – these are elements necessary for Meaningful Use – do NOT unclick them. You can attach progress notes, labs, X-rays, and patient documents. In this example, I am attaching a progress note – probably the most common thing you would do in a P2P communication. This opens to a list of the patient's progress notes. You just need to choose the one you want to attach.


Note that for this P2P to "count" for Meaningful Use, you MUST attach a progress note. So, just click on the desired visit, and then click "OK". This takes you back to the screenshot at the bottom of the previous page. Just click "Send", and you are done.

This is how you SEND a P2P. When you get a P2P, it will show up in your T jellybean. Right- or left-click on the "T" (NOT on the jellybean – on the "T" itself), and you will see the fourth line down: "eCW P2P Patient Records" with a number next to it (if there is no number, you have no documents to review). Simply click on "eCW P2P Patient Records" and it will bring you the the "P2P Encounters" screen. Click on the paperclip to see the note. If you click anywhere else, it will open to the screen at the bottom of the previous page – so you will see any comments the provider may have added. Often this is blank – in my experience, the

specialist just sends the note without any additional comments. However, I think it is wise to check this out, as there may be some important communication there. When you are done, just select the note (check the box next to the paperclip) and hit delete – to the far right of the "Encounters" screen (not shown above). Note that I removed the patient name and phone number from the example above for obvious reasons.

For P2P documents sent from PrimaCARE providers, there is no need to save the document in ECW – it is already there. However, if you get a P2P from someone outside of PrimaCARE and you want to save the patient note in ECW, there are a few more clicks to do. Click anywhere on the entry in the "Encounters" screen (except on the paperclip) to open the original send screen. There is a button called "Match Patient" - as shown to the right. Click on this.
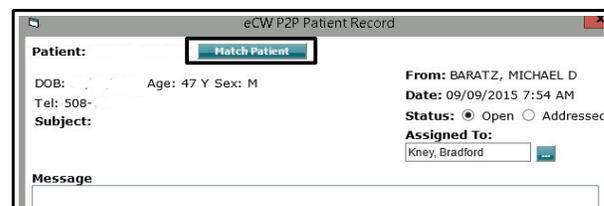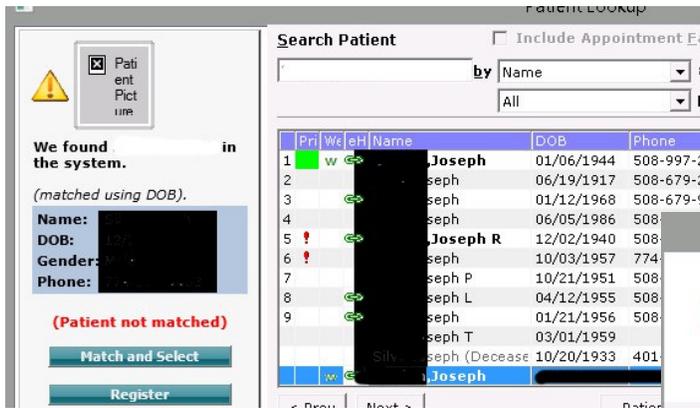
This opens to screen where you can match the patient to a patient in the PrimaCARE ECW database. ECW gives you the usual warning about duplicate names – if you found the right patient, click "Yes".
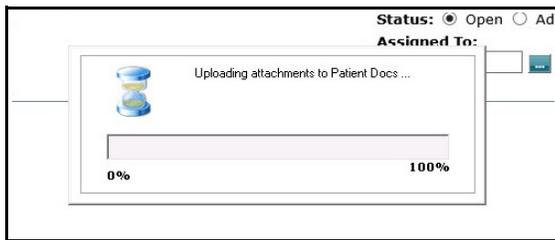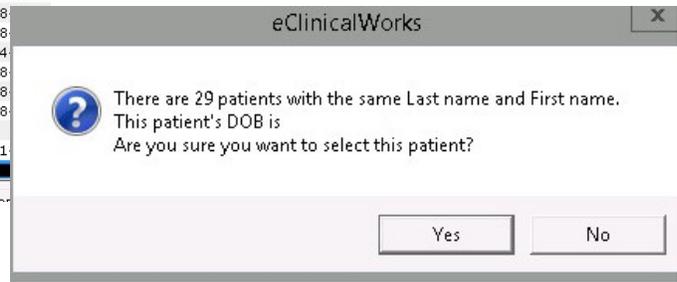
ECW then uploads the note, and it will end up in patient documents under "eCW P2P Documents".

Inviting new providers

This is beyond basic P2P – but it has come up a couple of times. If a provider is NOT currently in the ECW database, you have to invite him/her in. Click on the "M" next to the message jellybean – the last entry is "Add eCW P2P Providers". This opens to the screen to the right. Click on the "Invite" button.
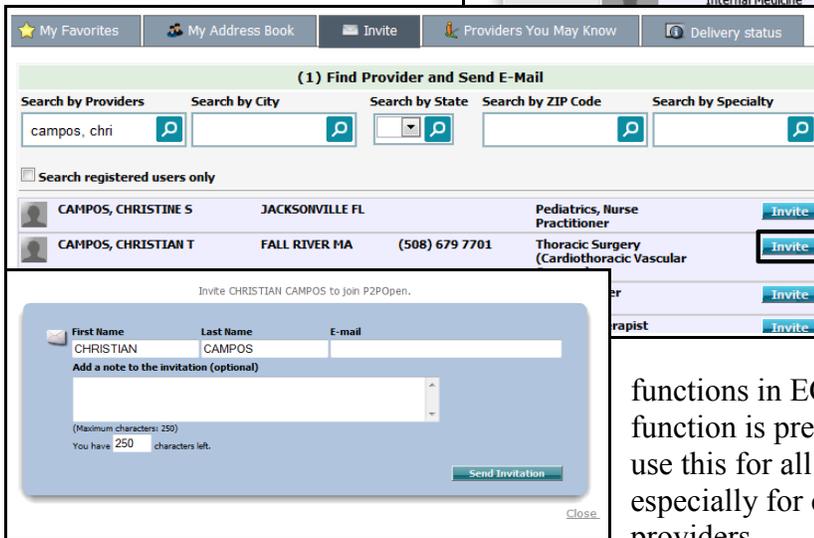
The method I have used (and worked) – was to click on the "Invite" button shown here. Then enter the email address, add a comment, and send.

That is the introduction to P2P. Many functions in ECW don't work that well, but I think this function is pretty easy to use, and works well. Try to use this for all provider to provider communication – especially for communicating consults to primary care providers.

Brad Kney, MD
updated 9/13/15

Accessing P2P from your email

This is NOT necessary, but if you want to see the P2P documents outside of ECW, you can. I do not find this at all useful, and add this information to this "How To" just to answer questions that have come up about the emails we receive about P2P documents – like this one:
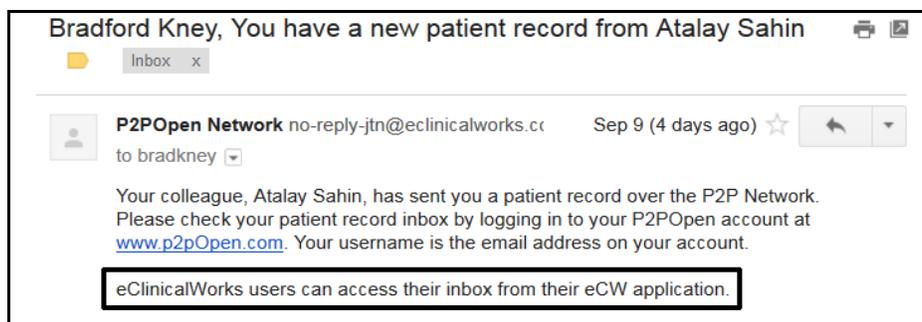
As I have highlighted in the box above - you can access your P2P documents in ECW, and there is little reason that I can see to go to the website. I just delete these emails. They are a useful reminder that there is something in ECW I need to look at – but beyond that, the email and website are useless to me.

IF you choose to go to the website, you will have to sign in. If you are not able to sign in (and you want to), contact MJ to set up your account.
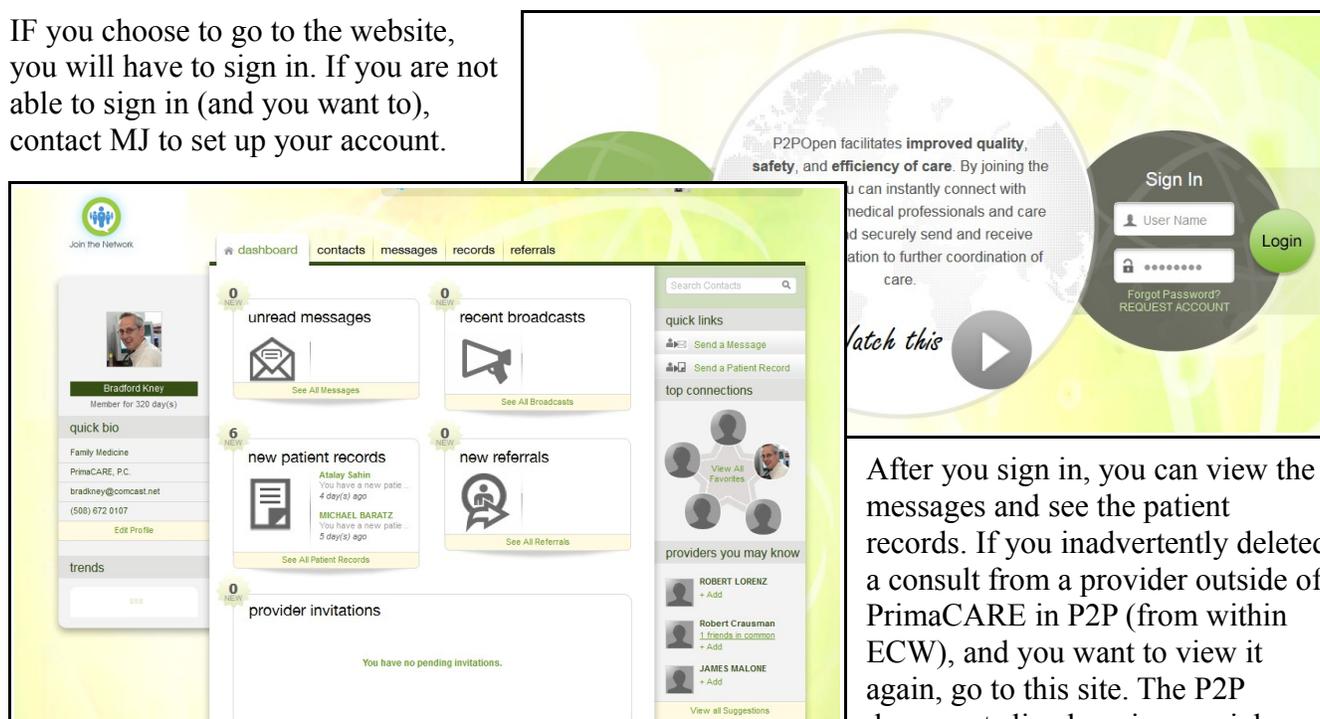
After you sign in, you can view the messages and see the patient records. If you inadvertently deleted a consult from a provider outside of PrimaCARE in P2P (from within ECW), and you want to view it again, go to this site. The P2P documents live here in your inbox until you delete them from the website (deleting them in ECW does NOT delete them from this site). I imagine the site deletes them automatically at some point based upon their storage protocols.

I believe that outside providers who do not use ECW in their office have to create an account here when they are invited, and they will get the same emails we get – but they will HAVE to sign in to the website to see the records and emails. So for them, the website is necessary. For you, it is not.

Brad Kney, MD
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