

Referral Guide At a Glance

mālama



Caring for patients close to hme

APRIL 2025





Thank you for your Referral

What you can expect next:

- 1 Referral Receipt Confirmation**

Once we receive a faxed referral, our clinic will date-stamp and initial the received fax cover sheet. We will then fax this confirmation back to the referring provider office as a receipt.
- 2 Requests for Additional Information from Referring Provider**

Requests for additional information will be sent to referring provider. Referring provider office will have 30 days to return requests for additional information or contact our office if unable to obtain requested records/reports. If there is no response after 30 days the referral will be canceled.
- 3 Scheduling Patients for Consultation**

Once your referral is approved, our clinic will make three attempts to schedule your patient for their consultation. If we are unable to contact them, we will send a notification to the patient and the referring provider's office, informing them that the patient has 30 days to contact us. If there is no response within the 30-day period, the referral will then be canceled.
- 4 Notification that your Patient was Scheduled for an Appointment**

We will attempt to notify your office when your patient is scheduled for an appointment. You are also welcomed to contact our clinic via fax requesting confirmation that your patient was scheduled for an appointment.
- 5 No Show Notification**

If a patient misses their consultation, we will send a letter to the patient and the referring provider, requesting the patient to contact our office. If we do not receive a response from the patient within 30 days, the referral will be canceled.
- 6 Visit Notes/Reports to Referring Provider**

Consultation and follow-up visit notes and reports will be faxed to the referring provider office. If notes/reports are not received, please contact our Provider Outreach Specialist at (808) 640-2172 or HBMC Medical Records at [\(808\) 932-3450](tel:(808)932-3450).



East Hawaii Health

Audiology



Miguel McQueen, AUD
Audiologist

Audiology Services

- Diagnostic hearing evaluations for children and adults
- Newborn hearing assessments
- Visual Reinforcement Audiometry for toddler and pre-school assessments
- Conditioned Play Audiometry for primary school age children
- Otoscopy & cerumen management for plugged ears
- Tympanometry and acoustic reflex testing
- Eustachian tube dysfunction testing
- Otoacoustic emissions to assess cochlear function
- Air, bone and speech audiometry using conventional techniques
- Tinnitus management/counseling including tinnitus matching assessment
- Determine hearing aid and cochlear implant candidacy

Patient Demographics

We provide medical services for patients of all ages.

Refer a patient: Please include patient name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, preferred language, items outlined on the attached referral guide and all available insurance information. *If your patient needs to be seen within one week, please contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



EHH Audiology *How can we help you?*

Clinic Phone	(808) 932-3047
Fax	(808) 974-6732
Address	1190 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3047
Clinic Manager	(808) 932-3726

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



NEW PATIENT REFERRAL CHECKLIST

1190 Waianuenu Ave. Hilo, Hawaii 96720

Phone: (808) 932-3047 Fax: (808) 974-6732

GENERAL REQUIREMENTS FOR ALL AUDIOLOGY PATIENTS

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Previous audiology records if seen by another provider
- Please note EHH Audiology clinic does not treat speech deficits if hearing loss is not a comorbidity. Please refer to Speech-Language Pathologist.
- Vestibular screenings (i.e. DHP) are available if patient has suspected vertigo. Vestibular evaluations (i.e. VNG, rotary chair, VEMPS, EcochG) are not available at this time.

TREATABLE CONDITIONS AND PROBLEM SPECIFIC REQUIREMENTS

Ear Issues:

- Tinnitus
- Hearing Loss (including Presbycusis and newborn developmental concerns)
- Speech Delay
- Vertigo
- Otolgia
- Tympanic Membrane Perforations
- Recurrent Ear Infections
- Impacted Cerumen

Available Testing:

- Diagnostic Audiometry (air, bone, SRT, WRS)
- Dix-Hallpike (DHP), Semont, Gufoni Maneuver
- Otoscopy
- Tympanometry
- Acoustic Reflex Threshold Testing (including Tone and Reflex Decay)
- Cerumen Removal

Breast Feeding | Lactation



Melissa Robey, MD, NABBLM-C, IBCLC
 Family Physician and Breastfeeding & Lactation Medicine



Kimberly Tatum-Moyer, APRN, WHNP-BC, IBCLC
 Advanced Practice Provider

Evaluation and Treatment

- Prenatal counseling: consider for risk factors such as obesity, hypertension, diabetes, PCOS, endocrine disorders, history of preterm delivery, prior difficulties with lactation
- Latching difficulties
- Breast/nipple pain
- Engorgement, blocked ducts and mastitis
- Low supply
- Oversupply of milk
- Tongue tie include release procedure
- Expressing milk (pumping)
- Return to work or school
- Nursing into the toddler years
- Weaning
- Induced lactation (for adoption or surrogacy)

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/ehhc-referral-guide



Peds Cardiology *How can we help you?*

Clinic Phone	(808) 932-3730 Option 1
Fax	(808) 933-9291
Address	1190 Wai'anuenue Ave Hilo, HI 96720
Email	Ehhc1190Primary Care@hhsc.org
Referrals	(808) 932-3730 Option 1, Option 3
Provider Line	(808) 932-3730 Option 1, Option 1
Nurse Line	(808) 932-3730 Option 1, Option 5
Clinic Administrator	(808) 932-3911

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our **Provider Outreach Specialist** at (808) 640-2172, EHHProviderOutreach@hhsc.org



Breastfeeding/Lactation Medicine Referral Form

1190 Waianuenue Ave. Hilo, HI 96720

Phone: (808) 932-3730 | Fax: (808) 933-9291

Referring Provider:

Date of Referral

Name: HPH (Stickley/Stowers)

Referral from: Clinic

EHC (Adrian)

Hospital

HICHC (Khozaim)

Other

Mother/Lactating Parent's Details

Infant's Details

Name

Name

Date of Birth

Date of Birth

Insurance Information

Infant's Sex: Male Female

Infant's Birth Weight:

Address

Phone (Mobile)

Email (Optional)

Additional Info (Optional)

Reason for Referral/Risk Factors

Please give the family the EHC 1190 Primary Care Lactation Packet and fax this referral & ***a face sheet for parent (and infant if referral from HBMC)*** .

Fax: (808) 933-9291



Najam Awan, MD
Cardiology



Vikram Brahmanandam, MD
Cardiovascular Imaging



Corazon Brittain, DNP
Advanced Practice Provider



Rebecca DeBurger, PA-C
Advanced Practice Provider



Jane Luu, MD
Interventional Cardiology



TJ Sawyer, MD
Cardiology



Lindsey Trutter, MD
Interventional Cardiology



Terri Vrooman, DNP
Advanced Practice Provider

Cardiology Services

Invasive Cardiac Diagnostic/ Intervention

- Left and right heart catheterization
- Angioplasty
- Atherectomy
- Cardiac Stent Placement
- Complex percutaneous coronary intervention (PCI) with hemodynamic support
- Pericardiocentesis
- Cardioversion

Cardiac Device Management

- Biventricular (BiV)
- Cardiac resynchronization therapy (CRT)/ Biventricular procedure
- Implanted cardioverter (ICD)- defibrillator
- Loop recorders
- Pacemakers

Diagnostic Testing

- Electrocardiogram (ECG or EKG)
- Remote Cardiac Monitors
- Echocardiograms
- Exercise and Pharmacologic stress testing
- Coronary calcium scoring
- Coronary cardiac computed tomography angiography (CTA)
- Cardiac magnetic resonance imaging (MRI)

Sports Cardiology

- Targeted evaluation and treatment recommendations to enhance performance and safety.

Patient Demographics

Cardiology accepts patients ages: 18+ (adults)

Sports Cardiology accepts adults and minors

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



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Cardiology

How can we help you?

Clinic Phone	(808) 932-3480
Fax	(808) 974-6798
Referral Fax	(808) 932-3661
Address	1190 Waiuanue Ave Hilo, HI 96720
Referrals	(808) 932-3730 Option 2 Option 4
Provider Line	(808) 932-6423
Nurse Line	(808) 932-3481
Clinic Administrator	(808) 932-3801

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our **Provider Outreach Specialist** at (808) 640-2172, EHHProviderOutreach@hhsc.org



NEW PATIENT REFERRAL CHECKLIST

General Requirements for all Cardiology Patients

- Demographics page, current medication list and most recent progress notes reflecting the need for referral
- Previous cardiology records if seen by another provider
- Device information (Pacemaker, ICD), if applicable, including name of manufacturer

Optional Documents

- Recent labs - CBC, Chemistry, Mag, Lipid, TSH, BNP, PT/INR
- Recent EKG, if applicable

PROBLEM SPECIFIC REQUIREMENTS

Status Post: Device Placement / Cardiac Catheterization / Stent Placement / Bypass Surgery / Valve Replacement / Any other heart surgery

- Procedure notes
- Hospital imaging reports
- Hospital discharge summary

Hypertension

- Patient is on maximal tolerated doses of ACE or ARB / Diuretic / Ca channel blockers

Available Cardiac Procedures

Right and Left heart Catheterization
 Leadless Pacemaker
 Pacemaker Placement
 ICD Placement
 Loop Recorder Placement

Available Stress Testing

Treadmill Stress Test
 Treadmill Stress Echocardiogram
 Dobutamine Stress Echocardiogram
 Nuclear Medicine Lexi Scan
 Nuclear Medicine Treadmill Stress Test

Available Echocardiogram

Trans-thoracic Echocardiogram
 Transesophageal Echocardiogram (TEE)

*Note: Please send all Trans-thoracic Echocardiograms, CT Coronary Calcium Scoring, Cardiac MRI and Coronary CTA orders to HBMC Imaging Department - all other orders should come to EHHC Cardiology Clinic.

1190 Waiuanueue Ave. Hilo, Hawaii 96720
 Phone: (808) 932-3480 Fax: (808) 974-6798

Pediatric Cardiology



James Goldsmith, MD
 Pediatric Cardiology

Pediatric Cardiology Services

Evaluation and Treatment for:

- Arrhythmia
- Congenital heart disease
- Murmurs
- Irregular heart beat
- Chest pain
- Palpitations
- Hypertension
- Syncope
- Abnormal ECG
- Family history of:
 - Cardiomyopathy
 - Sudden death
 - Other cardiovascular concerns

Diagnostic Testing:

- Echocardiogram
- Heart monitors
- Stress test
- Electrocardiogram (ECG)

Patient Demographics

- Pediatric Cardiology provide medical services for patients 17 years of age and under.



Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Peds Cardiology *How can we help you?*

Clinic Phone	(808) 932-3730 Option 1
Fax	(808) 933-9291
Address	1190 Waianuenue Ave Hilo, HI 96720
Email	Ehhc1190Primary Care@hhsc.org
Referrals	(808) 932-3730 Option 1, Option 3
Provider Line	(808) 932-3730 Option 1, Option 1
Nurse Line	(808) 932-3730 Option 1, Option 5
Clinic Administrator	(808) 932-3911

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East Hawaii Health Dermatology



Leah Shama-Brown, DO
Dermatology



Lee Ann Clark PA
Dermatology

Dermatology Services

Treatment for:

- Eczema
- Psoriasis
- Acne
- Rosacea
- Warts
- Skin cancer
- Tinea versicolor
- Vitiligo
- Herpes
- Dry or sweaty skin
- Itchy skin and rashes
- Hair loss
- Nail fungus
- We can perform various skin biopsies, excisions, and cryotherapy of lesions or other skin growths.

Patient Demographics

- Dermatology provides medical services for patients ages 6 months and above.



Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Dermatology

How can we help you?

Clinic Phone	(808) 932-3740
Fax	(808) 932-3741
Address	633 Ponahawai St, Unit #102, Hilo Hi 96720
Email	EhhDermatology@hhsc.org
Referrals	(808) 932-5061
Provider Line	(808) 932-3740
Nurse Line	(808) 932-5062
Clinic Administrator	(808) 932-3726

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



New Patient Referral Requirements

General Requirements for All Dermatology Patients

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Most recent labs related to referring issue- CBC, Metabolic profile and HgbA1C if patient is diabetic
- Imaging studies of the affected area, if applicable
- Notes regarding any prior medical management and failed/repeated treatment
- All pathological reports for referring issue, if applicable

To maximize our visit with the patient, appointments will not be scheduled until all requested documentation has been submitted

- We are **not accepting general skin cancer screenings** unless patient has documented personal history of skin cancer or they are immunosuppressed and have active lesions. General skin cancer screenings can and should be performed by patients PCP
- **No referrals** accepted for patients that have an established dermatologist in the state. (Medicaid/Medicare patients with established dermatologists off island may be accepted on a case by case basis)
- **No referrals** accepted if already established w/a dermatologist
- **No referrals** accepted for general skin tag removal
- **No referrals** accepted for management and treatment of warts unless patient has failed repeated treatment
- **No referrals** accepted for moles unless there has already been an ABCDE assessment by PCP
- Routine rashes that have had documented failed treatment will be considered a non-urgent appointment unless increased urgency for visit is indicated by referring provider.
- STAT referrals to require a peer-to-peer.

633 Ponahawai St, Unit #102, Hilo, HI 96720
Phone: (808) 932-3740 Fax: (808) 932-3741



Steven Kind, MD
Gastroenterology



Shilpa Ravella, MD
Gastroenterology



Abby Webb, PA-C
Advanced Practice
Provider

Gastroenterology Services

Procedures

- Upper Endoscopy (also known as esophagogastroduodenoscopy or EGD)
- Lower Endoscopy (also known as colonoscopy)
- Endoscopic retrograde cholangiopancreatography (ERCP)

Treatments for:

- Abdominal pain and discomfort
- Bleeding in the digestive tract
- Cancer
- Colitis
- Colon polyps
- Constipation
- Gastritis
- Ulcer disease
- Crohn's disease
- Diarrhea
- Diverticular disease
- Esophageal disorders
- Gastroesophageal reflux disease (GERD)
- Inflammatory bowel disease
- Irritable bowel syndrome (IBS)
- Liver diseases
- Pancreatic diseases

Patient Demographics

- Gastroenterology provides medical services for patients ages 18+.



Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



Gastroenterology

How can we help you?

Clinic Phone	(808) 932-3730 Option 4
Fax	(808) 932-3615
Address	1190 Waiuanuenue Ave, Hilo, HI 96720
Email	EhhcGastroenterology@hhsc.org
Referrals Provider Nurse Line	(808) 932-3730 Option 4
Clinic Administrator	(808) 932-3911

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



(808) 932-3730 Option #2 | (808) 932-3615 (Fax)

New Patient Referral Guidelines

General Requirements for All Gastroenterology Patients

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Previous gastroenterology records if seen by another provider
- Last Colonoscopy and pathology, if applicable
- Last EGD and pathology, if applicable

Diagnosis Specific Requirements

Elevated Liver Enzymes & Hepatitis

- Viral Hepatitis Profile
- HCV Genotype
- Abnormal RUQ Ultrasound w/ Elastography
- PT/INR, Liquids

Anemia

- Iron profile, B12, Folate & Reticulocyte Count
- Fecal Occult Blood Testing

GERD

- Refer anyone with chronic symptoms that requires ongoing (>1yr) therapy of antacids, PPI or H-2 blocker; Hx treatment failure
- Refer GERD symptoms with dysphagia order UGI/Esophogram but don't delay referrals for results

Dysphagia

- Modified Barium Swallow with speech therapy if patient has coughing/aspiration

Routine Colorectal Screening

- Current H&P addressing heart and lungs
- PT/INR for patients on coumadin
- Patients should be >45 unless there is a positive immediate family history of colon CA then the trigger age is 40 or 10 years younger than the family member when they were diagnosed with colon CA

Abnormal Weight Loss

- CBC, TSH, LFTs
- Fecal Occult Blood Testing

Dyspepsia

- Stool H. pylori antigen
- Abdominal ultrasound (only if gallbladder present)
- Refer any patient requiring long term (>2months) treatment of H-2 blocker or PPI
- Refer anyone over 50 with new onset dyspepsia not H. pylori related

Persistent Nausea & Vomiting

- Abdominal Ultrasound
- Chem panel, CBC, TSH, Amylase

General Surgery



Victor Bochkarev, MD
Surgeon



Daniel Hudak, MD
Surgeon



Eric Lau, MD
Surgeon



Andrew Lind, MD
Surgeon



Joshua Pierce, MD
Surgeon

General Surgery Services

Robotic Surgeries

- Robotic assisted cholecystectomy
- Robotic assisted hernia repair
- Robotic colorectal surgery



Surgical Services

- Open and minimally invasive surgical services
- Breast surgery
- Thyroid and parathyroid surgery
- Minimally invasive colorectal surgery
- Minimally invasive gastrointestinal and esophageal surgery
- Minimally invasive anti-reflux procedures including diagnostic work-up
- Minimally invasive thoracic surgery
- Minimally invasive hernia repairs
- Video-assisted thoroscopic surgery (VATS)
- Hepato-biliary surgery
- NOTES (Natural Orifice transluminal endoscopic surgery)-Incisionless procedures
- Endoscopic submucosal dissection (to remove cancerous or precancerous tumors)

Patient Demographics

General Surgery provides medical services for patients ages 2 +.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



General Surgery

How can we help you?

Clinic Phone	(808) 932-3940 Option 3
Fax	(808) 935-0904
Address	1285 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 3, Option 2
Provider Line	(808) 932-3940 Option 3, Option 1
Nurse Line	(808) 430-3343
Clinic Administrator	(808) 932-3833

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



(808) 932-932-3940, Option 3 | (808) 934-0904 (Fax)

New Patient Referral Guidelines

General Requirements for All Surgery Patients

- Problem specific previous diagnostic results such as biopsy results, colonoscopy/EGD reports, imaging studies, etc.
- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral

Diagnosis Specific Requirements

Abdominal Pain

(If PCP feels indicated, one of the following)

- CT Scan
- Ultrasound
- MRI

Thyroid

- TSH
- Thyroid Ultrasound, CT Neck or NM Thyroid Scan
- Biopsy if available

Esophageal Reflux (GERD)/Hiatal Hernia

- Barium Swallow Study
- EGD, If Available

Thoracic

- CT of Chest or Chest X-Ray

Breast Cancer/Benign Breast Mass

- Breast Ultrasound
- Biopsy Results- if performed

Parathyroid

- Ultrasound and/or NM Parathyroid Scan
- PTH, Calcium Levels

Colon Cancer

- Colonoscopy
- Biopsy Results
- Imaging (CT or MRI) if done

Wound Clinic

- Currently not accepting at this time

Gynecologic Surgery



Janine Doneza, MD
 Gynecologic Surgeon

Gynecologic Surgery

Evaluation and Treatment

- Abnormal uterine bleeding: menorrhagia, irregular menses/amenorrhea, postmenopausal bleeding
- Pelvic pain: dysmenorrhea, dyspareunia,
- Bladder pain, vaginal and vulvar pain
- Bladder problems: hematuria, urinary
- Incontinence, urinary frequency, recurrent UTI
- Pelvic organ prolapse
- Pelvic mass: ovarian cyst, large masses
- Abnormal uterine bleeding: menorrhagia, irregular menses/amenorrhea, postmenopausal bleeding
- Pelvic pain: dysmenorrhea, dyspareunia,
- Bladder pain, vaginal and vulvar pain, bladder problems: hematuria, urinary
- Incontinence, urinary frequency, recurrent UTI
- Pelvic organ prolapse
- Pelvic mass: ovarian cyst, large masses

Minimally Invasive Surgeries

- Robotic, laparoscopic, hysteroscopic or vaginal surgery
- Hysterectomy: complex, total and subtotal
- Single-site surgery or no-incision surgery
- Myomectomy: complex, multiple fibroids
- Surgery for adnexal mass, pelvic masses, pelvic pain
- Adhesiolysis, ureterolysis, retroperitoneal dissection
- Resection of endometriosis
- Infertility procedures: tuboplasty, metroplasty, resection of uterine horn
- Prolapse procedures: sacrocolpopexy, uterosacral colposuspension
- Procedures for hyperplasia, cervical dysplasia, vulvar dysplasia
- Hysteroscopic and resectoscopic surgery: polypectomy, myomectomy, ablation

Office Procedures

- Hysteroscopy (Endosee)
- Ultrasound
- Pelvic pain management
- Cystoscopy
- Endometrial, cervical, vulvar biopsy

Gynecologic Procedures

- Ovarian cyst removal
- Tubal ligation
- Ectopic pregnancy
- Full-range in-office gynecologic care: birth control, UTI, discharge, annual exam

Patient Demographics

- Gynecologic Surgery provided medical services for patients ages 12+.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Gynecologic Surgery

How can we help you?

Clinic Phone	(808) 932-3940 Option 6
Fax	(808) 932-3781
Address	1285 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 6
Provider Line	(808) 932-3775
Nurse Line	(808) 430-3343
Clinic Administrator	(808) 932-3833

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



Urgency Levels	
UL 1	STAT - within 1 week
UL 2	2-3 weeks
UL3	Routine/Next Opening

INTERNAL ORDER SYSTEM	
GYNECOLOGY	Both
GYN-MIN. INVASIVE SURG	Doneza

Tips prior to assigning urgency level:

- * If questionable, can go over with provider
- * If we are pending documentation prior to scheduling send comm. tool back to office. If internal, send workload
- * UL for OB patients will be determined on patients' dates.
- * STAT requires peer to peer - if marked STAT, review with provider.
- * Initial OB appts are scheduled as Amenorrhea appointments until ultrasound is done to confirm pregnancy. Only after it is confirmed can you book Pt as OB Pt and us OB document.
- * When scheduling please ask if Pt has a provider preference

****These are just guidelines, for any questions on any referrals, please ask providers for assistance****

UL 1 - STAT REFERRALS TO BE SEEN WITHIN A WEEK

STAT referrals require a **peer-to-peer conversation**, however, if a referral is marked STAT or meets the following diagnoses, staff will alert provider to triage referral ASAP.

<u>HEAVY MENSES</u>	<u>ANEMIA</u>	<u>RECENT ER VISIT</u>
<u>ACUTE/CHRONIC BLEEDING HYSTERECTOMY OR SURGERY CONSULT</u>	<u>RECENT SURGERY</u>	POST MENOPAUSAL BLEEDING

UL 2 - SEEN IN 2-3 WEEKS

<u>FIBROIDS</u>	<u>PELVIC PAIN</u>	<u>ENDOMETRIOSIS w/ PAIN</u>
<u>PELVIC MASS</u>	<u>ABNORMAL PAP</u>	-

UL 3 - ROUTINE/NEXT OPENING

<u>PROLAPSE, CYSTOCELE, RECTOCELE</u>	<u>INCONTINENCE, URGENCY, OVERACTIVE BLADDER</u>	<u>CHRONIC ENDOMETRIOSIS W/O PAIN</u>
<u>WELL WOMAN EXAMS need to include last PAP and well woman exam</u>	<u>RECURRENT UTI</u>	<u>MICROHEMATURIA need to include micro UA</u>
<u>INTERSTITIAL CYSTITIS</u>	<u>VESTIBULODYNIA</u>	<u>VAGINISMUS</u>
<u>PAINFUL INTERCOURSE</u>	<u>DYSMENORRHEA</u>	<u>INFERTILITY primary and secondary</u>
<u>AMENORRHEA</u>	<u>LICHEN SCLEROSIS AND VULVULAR DISORDERS</u>	<u>VAGINITIS</u>
<u>BIRTH CONTROL including Tubal Ligation</u>	<u>MENOPAUSE/PERIMENOPAUSE</u>	<u>ATROPHY SYMPTOMS (HOT FLASHES)</u>

We do not see:

- * GYN Cancer will need to be referred to GYN Oncologist

REQUEST DOCUMENTATION FROM PCP - LAST WWE AND PAP NEEDED FOR ALL PTS

- * Any imaging (sono, CT, MRI, mammogram)
- * Any pathology (pap smear, EMB, surgical pathology results)
- * Operative report and last note, if possible
- * When was last Well Woman Exam

Interventional Radiology



Daniel Fung, MD
 Interventional Radiology



Michael Walters, MD
 Interventional Radiology



Megan Wade, PA-C
 Advanced Practice Provider

Interventional Radiology Services

We Provide the Newest Minimally Invasive Treatments for:

- Claudication and leg pain
- Varicose veins and chronic venous insufficiency
- Non-healing leg wounds
- Pelvic pain and pelvic congestion syndrome
- Fibroids and Adenomyosis
- Symptomatic enlarged prostate
- Acute spine fractures
- Symptomatic thyroid nodules
- Prostate Cancer
- Kidney cancer
- Lung Cancer
- Liver Cancer
- Bone Tumors
- Vascular Malformations
- Pain Interventions for arthritis



Refer a patient: Please complete the attached Referral Order Form. *If your patient needs be seen within one week, please contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide

Interventional Radiology *How can we help you?*

Clinic Phone	(808) 932-3730 Option 6
Fax	(808) 932-3943
Address	1190 Waiuanuenue Ave, Hilo, HI 96720
Referrals	(808) 932-3730 Option 6
Provider Line	(808) 938-7461
Nurse Line	(808) 932-3730, Option 6
Clinic Administrator	(808) 932-3801

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hpsc.org



Official Use Only
Medical Record: _____

New Patient Referral Form

Patient Information:

Date: _____

Patient's Legal Name: _____

Date of Birth: _____

Last Name	First Name	M.I.	MM/DD/YYYY
-----------	------------	------	------------

Primary Phone No.: _____ Alternate Phone No.: _____

Primary Insurance: _____ Policy Number: _____

Secondary Insurance: _____ Policy Number: _____

Request:

- STAT** – Provider to Provider call needed, call (808) 938-7461
- ROUTINE** – Processed and scheduled per routine protocol

Please include the following to avoid delays in scheduling:

- Any recent images and reports
- Recent lab results (CMP, CBC, PT INR)
- Recent office notes
- Short stay admit orders
- Diagnosis/ICD codes

Reason for Referral (include Diagnosis and ICD code):

Referring Physician: _____ **Phone:** _____ **Fax:** _____

Referring Physician's Signature: _____

Contact person's name, title and number/extension to call if any additional information is needed:

Scheduling and confirmation of patient's appointment date and time will be given upon receipt of all pertinent documents. **Please note, ANY missing information may delay patient being scheduled in a timely manner. Any questions please call our clinic.*

Medical Oncology | Hematology



Johnathan Holloway, DNP
Medical Oncology &
Hematology



Noemi Libed-Arzaga, DNP
Medical Oncology &
Hematology



Chelsie Miyao, APRN
Medical Oncology &
Hematology



Muhammad Naqvi, MD
Medical Oncology &
Hematology



Franceska Severe-DeJoie, APRN
Medical Oncology & Hematology



Marly Knutson, LCSW
Medical Oncology & Hematology

Medical Oncology | Hematology Services

Medical Oncology

- Cancer Diagnosis and Treatment
 - Chemotherapy
 - Immunotherapy
 - Targeted therapy
 - Hormonal therapy
 - Radiation Oncology referral
- Oncology Nursing Support
 - OCN Nursing Team
 - Nurse Navigator
- Comprehensive Cancer Support Network:
 - Cancer Committee
 - Tumor Board
 - Survivorship
 - Genetic Counseling
 - Nutrition
 - Physical Therapy
 - Mental Health
 - General Surgery
 - Urology

Hematology

- Hematology Consultation and Treatment

*Due to high referral volume, as of March 15, 2024, EHH Hematology is accepting referrals for specific diagnosis. For a complete list, please visit www.hilomedicalcenter.org/referrals. If you are a provider and would like to schedule a peer-to-peer to discuss a referral, please contact our Provider Line.

Patient Demographics

- Medical Oncology | Hematology provides medical services for patients ages 18 +.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



Medical Oncology Hematology

How can we help you?

Clinic Phone	(808) 932-3590
Clinic Fax	(808) 974-6864
Infusion Room Fax	(808) 933-3183
Address	1285 Waianuenu Ave, Hilo, HI 96720
Referrals	(808) 932-3590 Option 1, Option 2
Provider Line	(808) 932-3590 Option 1, Option 2
Nurse Line	(808) 932-3708
Clinic Administrator	(808) 932-3726

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hsc.org



Jorge Gonzalez, MD
 Neurology



Phylavanh Phanhtarath, MSN
 Neurology

Neurology Services

Treatment for:

- Alzheimer's disease
- Amyotrophic lateral sclerosis (ALS)
- Dementia
- Epilepsy
- Headaches
- Movement disorders
- Multiple sclerosis (MS)
- Neuromuscular disease
- Neuropathy
 - Peripheral neuropathy
- Parkinson's disease
- Stroke

Diagnostic Tests

- Electroencephalogram (EEG)
- Electromyography (EMG)

Patient Demographics

- Neurology provides medical services for patients ages 18+.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Neurology

How can we help you?

Clinic Phone	(808) 932-3730 Option 3
Fax	(808) 935-7752
Address	1190 Waiuanuenue Ave, Hilo, HI 96720
Referrals	(808) 932-3730 Option 3, Option 4
Provider Line	(808) 932-3730 Option 3, Option 1
Nurse Line	(808) 932-3730 Option 3, Option 5
Clinic Administrator	(808) 932-3911

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



(808) 932-3730 Option #3 | (808) 935-7752 (Fax)

New Patient Referral Guidelines

General Requirements for All Neurology Patients

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Previous neurology records if seen by another provider

Diagnosis Specific Requirements

Dementia

- MRI of the Brain without Contrast
- TSH
- Biochemical Profile
- B12 Levels
- +/- RPR
- ESR
- Folate

Headache Disorders/Migraines

- MRI of the Brain with Contrast
- CBC
- ESR

Epilepsy

- T3, T4
- ESR

Tremor

- ESR
 - TSH
 - Biochemical Profile
- *Considering discontinuing tremor inducing meds.**

Neuropathy

- All Labs
- Any EMG/NCV Testing

Neuroinfections

- MRI of the Brain w/ Contrast
- LP
- CBC
- +/- HIV
- +/- RPR

Multiple Sclerosis

- MRI of the Brain with Contrast
- Vitamin D3 Levels
- ESR
- ANA

Parkinson's Disease

- T3, T4
 - TSH
 - Copper and Ceruloplasmin if Age <60
- *Consider discontinuing tremor inducing meds.**

Dizziness

- All Labs
- Any Recent Imaging
- Previous Cardiology Notes (if applicable)

Obstetrics | Gynecology



Obstetrics and Gynecologic Services

As of March 28, 2025, we have temporarily paused the acceptance of new OBGYN patient referrals. However, we are still able to assist with select GYN referrals concerning pelvic pain, bleeding, and endometriosis, which will be directed to Dr. Janine Doneza at **EHHC Gynecologic Surgery**.

We are dedicated to enhancing our East Hawaii Health Clinic OBGYN program and are actively working on a plan to support our East Hawaii Health Clinic OBGYN program and will provide a community update soon

Patient Demographics

OB/GYN provides medical services for patients of all ages.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



OB | GYN

How can we help you?

Clinic Phone	(808) 932-3940 Option 1
Fax	(808) 933-0011
Address	1285 Waiuanuenue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 1, Option 2
Provider Line	(808) 932-3940 Option 1
Clinic Administrator	(808) 932-3911

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org



New Patient Referral Guidelines

General Requirements for All Obstetrics and Gynecology Patients

- Last Pap cytology results
- Date of last Well Woman Exam with notes
- Past operative notes

If Applicable Please Send All Relevant Results/Exams

- Any imaging (Sono, CT, MRI, Mammogram)
- Any pathology (EMB, Surgical Pathology Results, etc)
- Operative report & last note
- Any other related office notes

Orthopedics



Jeremiah Dawson, MD
 Total Hip & Knee
 Orthopedic Surgeon



Brooke C. Hayashi, DO
 Adult & Pediatric
 Orthopedic Surgeon



Sara Sakamoto, MD
 Orthopedic Hand Surgeon
 Medical Director



Landon Collins, APRN
 Advanced Practice Provider



Chataya Otsuka, APRN
 Advanced Practice Provider



Ashley Parchinski, PA
 Advanced Practice Provider

Orthopedic Services

Treatment for:

- ACL Reconstruction
- Adult upper and lower extremity fracture care:
 - Arthroscopic Surgery
 - Ankle Fractures
 - Foot Fractures (Referral accepted on case by case basis)
- Bone and Joint Infections
- Carpal Tunnel Syndrome
- Cubital Tunnel Syndrome
- DeQuervain's Tenosynovitis
- Dupuytren's Disease
- Ganglion Cysts
- Hand and Wrist Fractures
- Hand Arthritis
- Hip Replacement
- Joint injection with/without ultrasound guidance
- Knee Arthroscopy
- Knee Replacement (Partial and Total)
- Nerve Entrapment
- Pediatric upper and lower extremity fracture care
- Rehabilitation Services
- Rotator cuff repair
- Scaphoid Fractures
- Shoulder Arthroscopy
- Shoulder Replacement
- Sports Injuries
- Tendon Injuries of the Hand, Wrist and Arm
- Thumb (Basal Joint) Arthritis
- Trigger Finger

* Please refer Elective Foot and Complex Foot Trauma to a Podiatrist

Patient Demographics

- Orthopedics provides medical services for patients ages 18+, pediatrics on a case-by-case basis.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



Orthopedics

How can we help you?

Clinic Phone	(808) 932-3730 Option 5
Fax	(808) 961-9504
Address	1190 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-5067
Provider Line	(808) 932-3730 Option 5, Option 2
Nurse Line	(808) 932-3000 Ext: 4321
Clinic Administrator	808-932-3833

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hsc.org



PHONE: (808) 932-3730 | FAX: (808) 961-9504

New Patient Referral Guidelines

General Requirements for All Orthopedic Patients

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Most recent labs-CBC, Metabolic profile and HgbA1C if patient is diabetic
- Imaging studies of the affected area
- Notes regarding any prior conservative management (i.e., NSAID use, corticosteroid injections and physical therapy)
- All surgical reports for referring issue, if applicable

- ❖ We treat all joints for osteoarthritis, sports injuries and fractures, but please note we do not treat neck or spine issues.

- ❖ Please note if this is a second opinion, third party liability and workers compensation. We reserve the right to review and accept these referrals on a case-by-case basis.

- ❖ East Hawaii Health Orthopedics does not provide disability ratings or IMEs.

Diagnosis Specific Requirements

Osteoarthritis

- Shoulder: 4 view X-rays
(Order as "Ortho Series" at Hilo Medical Center)
- Hip: 2 view X-rays w/pelvis + marker
- Knee: 4 view X-rays
(Order as "Ortho Series" at Hilo Medical Center)

Sports Injury or Trauma

- CT or MRI

Carpal Tunnel

- EMG results if available

Shoulder Fractures

- AP internal and external rotation views (2 views)

Otolaryngology (ENT)



Lovina Sabnani, DO
 Otolaryngology



Mark Sakai, DO
 Otolaryngology



Hannah Moore, PA-C
 Advanced Practice
 Provider

Otolaryngology (ENT) Services

Procedures and Tests:

- Tonsillectomy and adenoidectomy surgeries (for all ages)
- Endoscopic sinus surgery
- Ear surgery to include endoscopic ear surgery
- Surgical procedures for obstructive sleep apnea to include hypoglossal nerve stimulator implantation
- Testing and treatment of benign/malignant lesions of the head and neck
- Septorhinoplasty and other procedures for functional nasal disorders
- Voice/swallowing disorders
- Allergy Testing Services for environmental allergies

Patient Demographics

- ENT provides medical services for patients ages 6 months and older.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



ENT

How can we help you?

Clinic Phone	(808) 932-3940 Option 2
Fax	(808) 933-3801
Address	1285 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 2, Option 4
Provider Line	(808) 932-3940 Option 2, Option 1
Nurse Line	(808) 430-3343
Clinic Administrator	(808) 932-3833

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHPProviderOutreach@hhsc.org



NEW PATIENT REFERRAL CHECKLIST

1285 Waianuenue Ave. Hilo, Hawaii 96720

Phone: (808) 932-3940 Fax: (808) 933-3801

GENERAL REQUIREMENTS FOR ALL OTOLARYNGOLOGY PATIENTS

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Previous otolaryngology records if seen by another provider
- Please note EHH ENT clinic does not treat TMJ

TREATABLE CONDITIONS AND PROBLEM SPECIFIC REQUIREMENTS

<p><u>Ear Issues:</u> Tinnitus, Hearing Loss, Vertigo, Otagia, Tympanic Membrane Perforations, Recurrent Ear Infections, Impacted Cerumen</p> <p><input type="checkbox"/> Hearing test (ordered)</p>	<p><u>Obstructive Sleep Apnea</u></p> <p><input type="checkbox"/> Adults: sleep study</p> <p><input type="checkbox"/> Pediatric: do NOT need a sleep study</p>
<p><u>Head & Neck Masses (benign or malignant)</u></p> <p><input type="checkbox"/> CT and/or MRI w/contrast - if available</p>	<p><u>Thyroid/Parathyroid Masses</u></p> <p><input type="checkbox"/> Pertinent Labs</p> <p><input type="checkbox"/> Thyroid Ultrasound</p>
<p><u>Chronic/Recurrent Sinusitis</u></p>	<p><u>Allergic/Non-Allergic Rhinitis</u></p>
<p><u>Nasal Obstruction</u></p>	<p><u>Epistaxis</u></p>
<p><u>Facial Fractures</u></p> <p><input type="checkbox"/> CT Maxillofacial</p>	<p><u>Chronic Cough</u></p>
<p><u>Hoarseness/Voice Complaints</u></p>	<p><u>Dysphagia/Odynophagia</u></p>
<p><u>Chronic Tonsillitis & Peritonsillar Abscesses</u></p>	<p><u>Foreign Body (Ears/Nose)</u></p>



Plastic Surgery



Jamie Johnson, MD
Plastic Surgeon



Kerry Lau, PA-C
Advanced Practice
Provider

Plastic Surgery Services

Reconstructive Procedures

- Complex wound management and regenerative medicine (on a case-by-case basis)
- Diagnosis and treatment of integument tumors
- Breast surgery and reconstruction
- Treatment of maxillofacial trauma
- Reconstruction of acquired or traumatic soft tissue defects via grafts, flaps, implants, and microsurgery

Patient Demographics

- Plastic Surgery provides medical services for patients ages 1 year and older.



Plastic Surgery

How can we help you?

Clinic Phone	(808) 932-3722
Fax	(808) 932-3729
Address	1190 Waiuanuenue Ave, Hilo, HI 96720
Email	EhhPlasticsurgery@hhsc.org
Referrals	(808) 932-3000 Ext: 5301
Provider Line	(808) 932-3722
Nurse Line	(808) 932-3722
Clinic Administrator	808-932-3911

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.





East Hawaii Health
1190 Waianuenu
Plastic Surgery

NEW PATIENT REFERRAL CHECKLIST

1190 Waianuenu Ave, Hilo, HI 96720

Phone: (808) 932-3722 Fax: (808) 932-3729

GENERAL REQUIREMENTS FOR ALL SURGICAL PATIENTS

- >50 years of age: CMP and CBC, <50 years of age: CBC and BMP
- EKG > 60 years of age or if underlying cardiac issues are present
- PT and INR for patients on Coumadin
- Cardiac clearance/PCP clearance for surgical patients requiring anesthesia
- Problem specific previous diagnostic results such as biopsy results, previous operative reports and/or imaging studies, etc.
- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral.

* Please include the patient's preferred language if English is not their primary language.

PROBLEM SPECIFIC REQUIREMENTS

Breast Reduction

- Mammogram (>40 years old) within 1 year
- Documented history of skin rash for 3 months with provider treatment **OR**
- Documented history of pain (shoulder, neck, upper back pain) – NOT LOWER BACK PAIN
- Physical Therapy/Massage Therapy/Chiropractor office visit notes for 6 months

Breast Reconstruction

- Completion of ALL recommended imaging ordered by Oncologist
- Completion of mammogram within 1 year for remaining breast

Hidradenitis

- Active medical management with topical therapy, long-term oral antibiotics and/or Humira.
- Stable disease not in active flare-up

Abdominal Lipectomy/Panniculectomy for Weight Loss (Natural or Surgical)

- Bariatric surgery performed at least 18 months ago
- Stable weight for 6 months
- Chronic skin rash and infections for at least 3 months
- Documented skin rash if not at a goal weight

Skin Cancers

- Biopsy results
(Confirmed skin cancer priority of face, hands, scalp or feet)
(Extremities/trunk may be deferred to General Surgery for scheduling purposes)



Outpatient Psychiatry and Psychology Services



Michelle Imlay, APRN
Psychiatry
Advanced Practice
Provider



A. Powels Horner, Ph.D.-C
Clinical Psychology
Provider

Outpatient Psychiatry & Psychology Services

- Mental health diagnostic evaluations
- Psychotherapy and social skills training
- Mood disorders such as depression and bipolar disorder
- Anxiety and prior trauma induced disorders
- Restlessness and sleep issues
- Personality disorders
- Eating disorders

Patient Demographics

We provide services for patients ages 12 and older.

Refer a patient: Please include patient name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, items outlined on the attached referral guide and all available insurance information. *If your patient needs be seen within one week, please contact our clinic directly.



EHC Outpatient Psychiatry & Psychology Service *How can we help you?*

Clinic Phone	(808) 930-6001, Option 2
Fax	(808) 930-6007
Address	Puna Kai Shopping Center, 15-2714 Paho Village Road, Building L, Suite #5, Paho, Hawaii, 96778
Referrals	(808) 930-6001, Option 2
Provider Line	(808) 930-6001, Option 2
Clinic Administrator	(808) 932-5916

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hsc.org



(808) 930-6001 Option #2 | (808) 930-6007

General Comments Regarding Outpatient Psychiatry Clinic Referrals:

We have two providers offering outpatient medical management of patients with psychiatric conditions. APRNs Michelle Imlay and Kelsy Streeter are Psychiatric Mental Health Nurse Practitioners who care for patients age 12 and above. They offer services for patients island-wide, and as a result we are trying to be efficient with our clinic visits. Routine referrals may not be seen for one month or more.

All referrals require a completed referral sheet, demographics page, current medication list and most recent clinic notes reflecting the need for referral. Please send previous psychiatry records if seen by another provider and hospital discharge summary if recently treated in the inpatient setting.

All STAT requests require a peer-to-peer conversation.

Diagnosis-Specific Recommendations for Commonly-Referred Conditions

Anxiety:

- Evaluate with GAD-7*
- Consider trial of SSRI and hydroxyzine PRN
- **Send referral** if GAD 7* > 10 after at least three weeks on non-controlled medication
- Avoid daily benzodiazepine

Depression:

- Evaluate with PHQ-9*
- Evaluate for history of manic symptoms (consider Mood Disorder Questionnaire*) or family history of Bipolar Disorder/Manic Depression
- Consider trial of SSRI if no concerns for Bipolar Disorder
- **Send referral** if PHQ-9* >10 or <50% decrease after 4-6 weeks medication trial

Mania/Hypomania/Bipolar Disorder: send referral

- Evaluate with Mood Disorder Questionnaire*
- Assess for stability: to ED if unstable

Schizophrenia/Other Psychotic Disorders: send referral

- Assess for stability: to ED if unstable
- Evaluate using DSM-5-TR diagnostic criteria*

PTSD/Trauma reaction: send referral

- Evaluate with PTSD Checklist for DSM-5 (PCL-5)*
- May trial melatonin, mirtazapine or trazodone
- Avoid benzodiazepines

Personality Disorders: refer to Behavioral Health

Psychiatry referral if co-morbid mental health disorder or substance abuse

Chronic Insomnia: send referral

- Please perform sleep study
- Consider trial of melatonin, doxepin, mirtazapine; avoid initiation of benzodiazepines
- Consider additional referral to BH for cognitive behavioral therapy

ADD/ADHD: send referral

- Evaluate patients age 18 and older with The Adult Self-Report Scale V1.1 (ASRS-V1.1)*
- Avoid initiation of controlled medications
- Consider neuropsychology referral

Learning Disability:

- Send referral only if co-occurring behavioral problems
- Consider neuropsychology referral

Autism/Spectrum disorders: send referral if over age 12

- Consider additional referral to psychologist or Developmental/Behavioral Pediatrician for peds

Eating Disorders: Psychiatry is not first line treatment

- Anorexia: Recommend medical stabilization, nutritional rehabilitation, and referral for psychotherapy
- Bulimia: Recommend nutritional rehabilitation and psychotherapy. Recommend trial of fluoxetine (not with anorexia)
- Binge Eating Disorder: Recommend psychotherapy first line. Consider trial of SSRI if no concerns for Bipolar Disorder

*patient evaluation tools available on UpToDate



Outpatient Psychology Services



Courtney Sen, PsyD
Clinical Psychology
Provider

Outpatient Psychiatry & Psychology Services

- Adult Therapy
- Lifestyle Coaching
- Addiction Therapy



Patient Demographics

We provide services for patients ages 12 and older.

Refer a patient: Please include patient name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, items outlined on the attached referral guide and all available insurance information. *If your patient needs be seen within one week, please contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



EHHC Outpatient Psychology Services

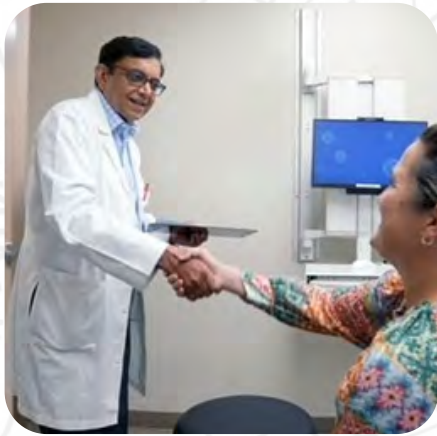
How can we help you?

Clinic Phone	(808) 932-3830, Option 2
Fax	(808) 932-6699
Address	16-523 Keaau-Pahoa Rd, Keaau, Hawaii 96749
Referrals	(808) 930-3830, Option 5
Provider Line	(808) 932-3830, Option 4
Clinic Administrator	(808) 932-5916

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hsc.org

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Pulmonology



Pulmonology Services

Pulmonology Treatments

- COPD
- Asthma
- Chronic cough
- Pneumonia
- Bronchitis
- Hypoxemia
- Dyspnea
- Hemoptysis
- Pleural effusion
- Pulmonary embolism
- Pulmonary hypertension
- Bronchiectasis
- Lung mass
- Lung nodule

Diagnostic Tests

- Bronchoscopy
- Pulmonary Function Test (PFT)
 - To schedule your patient for a PFT, please send all orders to our Respiratory Therapy Department at Hilo Benioff Medical Center at (808)932-3290, fax (808) 932-3499.

• Patient Demographics

Pulmonology provides medical services for patients ages 18+.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Pulmonology *How can we help you?*

Clinic Phone	(808) 932-3940 Option 5
Fax	(808) 932-3865
Address	1285 Waianuenue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 5, Option 2
Nurse Line	(808) 932-3940 Option 5, Option 0
Provider Line	(808) 932-3940 Option 5, Option 1
Clinic Administrator	(808) 932-3911

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hsc.org



(808) 932-3940, Option 5 | (808) 932-3865 (Fax)

New Patient Referral Guideline

General Requirements for All Pulmonology Patients

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral
- Previous pulmonology records if seen by another provider
- Recent labs, if applicable- CBC, CMP, etc.
- Pulmonary function test (PFT) or spirometry, if any
- Recent imaging: Chest x-ray, CT, MRI, etc., if any
- DME information (C-pap, Bi-pap, Oxygen), if applicable, including type, settings, DME vendor

Conditions Treated

COPD	Hypoxemia
Asthma	Dyspnea
Lung Nodule	Chronic Cough
Lung Mass	Hemoptysis
Bronchiectasis	Pleural Effusion
Pulmonary Embolism	Pneumonia
Post-COVID Pulmonary Conditions	Pulmonary Fibrosis

Radiation Oncology



Linda Gemer, MD
Radiation Oncology



Patrick Jewell, MD
Radiation Oncology



Kevin Wilcox, MD
Radiation Oncology

Radiation Oncology Services

- Physician inpatient and outpatient consultations
- Radiotherapy treatments for most indicated cancer types.
- East Hawaii Health Cancer Center has excellent equipment to provide highly individualized care.
- Equipment and capabilities include:
 - Varian TrueBeam Linear Accelerator for treatment delivery.
 - In department dedicated Siemens Somatom large bore CT scanner for treatment planning.
 - Conventionally delivered external beam radiation therapy.
 - Intensity Modulated Radiation Therapy (IMRT) and VoluMetric Arc Therapy (VMAT).
 - Image Guided RadioTherapy (IGRT) including daily Cone Beam CT.
 - Respiratory Gating, Breath Hold, and 4D techniques.
 - Rapidly expanding Stereotactic RadioSurgery (SRS) for Central Nervous System tumors, and Stereotactic Body Radiotherapy (SBRT) capabilities.

Patient Demographics

Radiation Oncology provides medical services for patients ages 18+.



Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Radiation Oncology *How can we help you?*

Clinic Phone	(808) 932-3590 Option 2
Fax	(808) 932-3756
Address	1285 Waianuenu Ave, Hilo, HI 96720
Referrals	(808) 932-3590 Option 2 Option 0
Provider Line	(808) 932-3755 Option 2 Option 2
Nurse Line	(808) 932-3755 Ext: 5747
Clinic Administrator	(808) 932-3726

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hpsc.org



Official Use Only
Medical Record: _____

Medical Oncology Phone: (808) 932-3590 | Medical Oncology Fax: (808) 974-6864
Radiation Oncology Phone: (808) 932-3755 | Radiation Oncology Fax: (808) 932-3756

New Patient Referral Form

Date: _____

Patient Information:

Patient's Legal Name: _____

Date of Birth: _____

Last Name First Name M.I. MM/DD/YYYY

Primary Phone No.: _____ Alternate Phone No.: _____

Primary Insurance: _____ Policy Number: _____

Secondary Insurance: _____ Policy Number: _____

Referral to: Medical Oncology Radiation Oncology
Fax: 808-974-6864 Fax: 808-932-3756

Request:

- STAT** – Provider to Provider call needed
For Radiation Oncology please dial (808) 932-3000 and press # to enter extension **1703**
For Medical Oncology, please dial (808) 932-3000 and press # to enter extensions **5718**
- ROUTINE** – Processed and scheduled per routine protocol

Confirmation of patient's appointment date and time will be given upon receipt of all pertinent documents.

For Oncology Referral, please include the following:

- History and Physical
- Pathology Reports (All pathology reports)
- Operative Reports (if any)
- Discharge Summary (if applicable)
- Demographics/ insurance
- Lab Reports
- Imaging (Diagnostic) Reports
- Previous Oncology Records (if treated elsewhere)
- Office Visit Notes (most recent)

Reason for Referral (include Diagnosis and ICD code):

Referring Physician: _____ Phone: _____ Fax: _____

Hilo Benioff Medical Center

Radiology



Radiology Services

Services Provided

- Angiography
- CT
- Diagnostic X-ray/ Fluoroscopy
- MRI
- Nuclear Medicine
- Ultrasound

Patient Demographics

Radiology provides medical services for patients of all ages.

Report Issues

If you are a provider office and are experiencing issues receiving auto faxed reports, please contact HmclmagingSupport@hhsc.org



Refer a patient: Please complete the attached Referral Order Form. *If your patient needs to be seen within one week, please contact our clinic directly.

Update to the latest version at:
www.hilomedicalcenter.org/ehhc-referral-guide



Radiology

How can we help you?

Clinic Phone	(808) 932-3800
Fax	(808) 935-1889
Address	1190 Waiianuenue Ave, Hilo, HI 96720
Email	HMCIImagingFront Desk@hhsc.org
Referrals	(808) 932-3800
Provider Line	(808) 932-3825
Clinic Administrator	(808) 932-3801

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org

PATIENT DEMOGRAPHICS

LAST NAME	FIRST NAME	MIDDLE INITIAL	BIRTHDATE	AGE
ADDRESS			SEX <input type="checkbox"/> M <input type="checkbox"/> F	LAST PERIOD?
CITY	STATE	ZIP	PHONE NUMBER	WEIGHT
			PREGNANT	<input type="checkbox"/> YES <input type="checkbox"/> NO

PATIENT INSURANCE INFORMATION

Primary Insurance:		Pre-Approval: <input type="checkbox"/> Yes <input type="checkbox"/> Pending
Member Number:		<i>*Hard copy of prior authorization required before scheduling.*</i>
Secondary Insurance:	W/C: <input type="checkbox"/> No-Fault: <input type="checkbox"/>	Date of Injury:
Member Number:	Auth/Claim #:	Adjuster Info:

DIAGNOSIS

WRITTEN DIAGNOSIS:

ICD 10 Code(s):

PROCEDURES

CPT Codes:

ROUTINE URGENT (48 HOURS) STAT (24-48 Hours)

FAX PRELIM REPORT TO FAX #:	FAX FINAL REPORT TO FAX #:	CALL PRELIM REPORT TO Dr. PHONE: PAGER:
--------------------------------	-------------------------------	--

Cc REPORT TO: SEND IMAGES TO:

CT CTA MRI MRA NM ULTRASOUND XRAY SPECIAL PROCEDURES

EXAM 1:	EXAM 3:
EXAM 2:	PREP:
<input type="checkbox"/> Interventional Radiology CONSULT	Direct Phone # for Ordering Provider:

REASON FOR CONSULT:

APPROPRIATE USE CRITERIA (AUC) Required for CT, CTA, MRI, MRA, NM

Vendor:

ID Number:	Appropriateness:
-------------------	-------------------------

APPOINTMENT INFORMATION <i>To be completed by Imaging staff</i>	NOTES
Appointment Date:	
Appointment Time:	
Check-In Time:	

SURGICAL & IMAGING HISTORY

Surgery in area of scan? NO YES If yes, what type and when?

Comparison Studies: NO YES If yes, please check: MRI CT X-RAY US NM

Location and Date of Previous Studies, if known:

Previous films and reports will be transported to HMC BY: Courier Mail Patient

Known Allergies:

FOR CT Fax hard copy of Lab results done within 30 days of contrast appointment			FOR MRI Please do not fax unless the information below is completed	
History of renal disease? <input type="checkbox"/> NO <input type="checkbox"/> YES	BUN:	CREATININE:	GFR:	Cardiac Pacemaker or ICD
Date of Lab results: *Must be done within 30 DAYS of contrast appointment.*				<input type="checkbox"/> NO <input type="checkbox"/> YES
If the patient is on dialysis, what is their dialysis schedule? Day: Time:				<input type="checkbox"/> NO <input type="checkbox"/> YES
				<input type="checkbox"/> NO <input type="checkbox"/> YES
				<input type="checkbox"/> NO <input type="checkbox"/> YES
				<input type="checkbox"/> NO <input type="checkbox"/> YES
				<input type="checkbox"/> NO <input type="checkbox"/> YES

Signature _____ Date: _____ Ordering Provider's Printed Name: _____

Hilo Benioff Medical Center

Outpatient Rehabilitation Services

Physical, Occupational, and Speech Therapy



Rehabilitation Services

As of 2024, due to high referral volume, we are currently only accepting internal referrals from East Hawaii Health Clinics. We will update this page when we are able to accept external referrals. Thank you for your patience.

Physical Therapy

- We provide individualized care through prescribed exercise, hands-on-treatment, and patient education. Our staff includes certified vestibular and orthopedic specialists.

Occupational Therapy

- Our goal is to maximize occupational performance and participation in daily activities to prior levels of function following injury, illness, or disease.

Speech-Language Pathology

- Our speech pathologists works to prevent, assess, diagnose, and provide evidence-based treatment for disorders of speech, language, voice, cognitive-communication, and swallowing in adults.

Patient Demographics

- Outpatient Rehab provides medical services for patients of all ages (pediatric case-by-case basis).

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



Outpatient Rehab

How can we help you?

Clinic Phone	(808) 932-3045
Fax	(808) 974-6732
Address	1190 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3045
Administrative Officer	(808) 932-3041

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hpsc.org



NEW PATIENT REFERRAL CHECKLIST Outpatient Rehabilitation at Hilo Medical Center

PHYSICAL THERAPY

OCCUPATIONAL THERAPY

SPEECH THERAPY

General requirements for all Outpatient Rehab Patients

Completed referral sheet inclusive of:

- Referring Diagnoses (ICD10 codes and Descriptions)
- Indication of frequency & duration of services desired
 - (Eval & Treat) OR (___Week for ___ Weeks) OR (Eval ONLY)
- Special instructions as indicated (precautions, protocols, etc.)
- Onset date:
- Printed referring provider's name with provider's signature, and clinic contact information.

Completed demographics sheet inclusive of:

- Patient's name, DOB, primary phone number, secondary phone number, and mailing address
- Insurance coverage and policy number noting primary, secondary, VA, MVA, WC, No Fault, etc.
- All insurances requiring prior authorization for evaluation must be sent with referral

Please note, any provider referring to Outpatient Rehab Services at Hilo Medical center must have ordering privileges with the hospital. If support is needed to confirm ordering privileges or to navigate the process of obtaining ordering privileges, please reach out to our Medical Staff Office at (808) 932-3189, or email: hmcMSO@hhsc.org

Hilo Benioff Medical Center

Cardiac Rehab



Cardiac Rehab Services

As of 2020, we are only accepting internal referrals from our EHHC Cardiology program. For the latest update, please call our clinic directly.

Our Cardiac Rehab Team provides a medically supervised exercise and education program designed to improve heart health after a qualifying cardiac event.

Your patient may be eligible if they have had a:

- Myocardial Infarction within the last 12 months
- Coronary Artery Bypass Graft (CABG)
- Current Stable Angina Pectoris without recent hospitalization
- Heart valve repair or replacement
- Percutaneous transluminal coronary angioplasty (PTCA) or coronary stenting
- Heart or Heart-Lung transplant
- Stable Chronic Heart failure \leq 35% ejection fraction

Cardiac Rehab is delivered in a group setting with other heart patients with heart related conditions. With the oversight of healthcare professionals, you receive monitored exercise to strengthen the heart and to improve cardiac endurance. Information and education is provided during each session to assist you in managing modifiable risk factors such as: diabetes, hypertension, high cholesterol.

Patient Demographics

Cardiac Rehab provides services for patients ages 18+.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Update to the latest version at:
www.hilomedicalcenter.org/lehhc-referral-guide



Cardiac Rehab How can we help you?

Clinic Phone	(808) 932-3034
Fax	(808) 974-6732
Address	1190 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3034
Provider Line	(808) 932-3034
Administrative Officer	(808) 932-3041
If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org	

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Urology



Antonio Montgomery, MD
 General | Robotic and
 Minimally Invasive Surgery
 Urology



Lyric Santiago, MD
 General | Pediatric
 Urology



Richard Stack, MD
 General | Reconstructive
 Urology

Urology Services

As of June 26, 2023, we are currently experiencing an unprecedented number of new referrals. Because of this, we are limiting referrals to the following groups. For the latest update, please call our clinic directly.

- Emergencies (Physician to physician call required)
- Patients with a known history of bladder cancer or bladder mass seen on imaging
- Patients with quadriplegia or paraplegia
- Pediatric patients
- PSA > 10
- Symptomatic nephrolithiasis and recently seen in the emergency room or large renal stones > 8mm
- Renal mass or cancer
- Testicular mass or cancer
- Adrenal mass
- Gross hematuria

Procedures

- Ureteroscopy
- Laser Lithotripsy
- Ureteral Stent Placement
- Percutaneous Nephrolithotomy (PCNL)
- Pyeloplasty
- Urethroplasty
- Artificial Urinary Sphincter
- Penile Implants
- Transurethral resection of bladder tumor (TURBT)
- Transurethral resection of prostate (TURP)
- Robotic nephrectomy
- Prostatectomy
- Robotic adrenalectomy
- Circumcision

In-office Procedures

- Cystoscopy
- Prostate Biopsy
- Percutaneous tibial nerve stimulation (PTNS)
- Urodynamics
- Intravesical Immunotherapy (BCG instillation)
- Indwelling Catheter Care
- Bladder Botox

Patient Demographics

Urology provides medical services for patients ages of all ages.

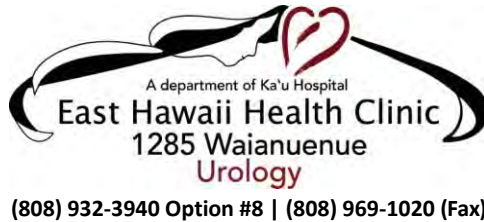
Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.

Urology How can we help you?

Clinic Phone	(808) 932-3940 Option 8
Fax	(808) 969-1020
Address	1285 Waiuanue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 8 Option 4
Provider Line	(808) 932-3940 Option 8 Option 1
Nurse Line	(808) 932-3940 Option 8
Clinic Administrator	(808) 932-3833

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hhsc.org

Update to the latest version at:
www.hilomedicalcenter.org/ehhc-referral-guide



General Comments Regarding Urology Referrals: updated JUNE 2023

Our Urology clinic is trying to provide care for patients island-wide, and as a result we are trying to be efficient with our clinic visits. Routine referrals may not be seen for 6 months or more. Primary care providers may call our urologists to discuss a patient if there is a request for assistance to manage urologic concerns without formal consultation.

All referrals require a Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral

Please send previous urology records if seen by another provider

All STAT requests require a peer-to-peer conversation

Diagnosis-Specific Recommendations for Commonly-Referred Conditions

Renal Stones: send referral

- Send Imaging: Spiral CT KUB OR CT Abd/Pelvis OR Retroperitoneal US

Renal Mass: send referral

- Send imaging performed in last 6 months

Hematuria (>5RBC/HPF)

- Perform renal ultrasound
- Perform risk stratification* for risk of bladder cancer; refer if moderate or high risk
 - If risk is mod or high, send referral, perform CT Abd/Pelvis with/without contrast

Bladder Cancer – confirmed disease: send referral

- Send pathology confirmation of disease
- Send prior treatment/surgical reports
- Perform CT Abd/Pelvis with/without contrast

Bladder Mass: send referral

- Send imaging completed in the last 6 months

Elevated PSA: PSA > 10

- PSA labs completed within 3 months

Prostate Cancer – confirmed disease: send referral

- Send with pathology confirmation of disease
- Prior treatment/surgical reports
- All PSA results from past 2 years

AUA guidelines and *patient care tools available at [Guidelines - American Urological Association \(auanet.org\)](https://www.auanet.org)

Testicular Mass: send referral and contact Urologist on call for expedited appointment.

- Send with testicular US; Serum AFP, HCG, and LDH

Acute urinary retention with foley

- Foley in place/documented PVR showing retention
- Documentation supports diagnosis (Ex: ER/Urgent care notes)

Vascular Surgery



Abraham Korn, MD
 Vascular Surgeon



John Matsuura, MD
 Vascular Surgeon



Kelly Luscomb, NP
 Advanced Practice
 Provider



Todd Glass, PA-C
 Advanced Practice
 Provider

Vascular Services

Procedures:

- Endovascular repair of abdominal Aortic Aneurysm
- Leg Revascularization
 - Leg Bypass
 - Femoral Endarterectomy
 - Angioplasty, Atherectomy, Stent
 - Dialysis Fistula/ Graft
 - Dialysis Catheter Placement
- Carotid Endarterectomy
- Transcarotid Artery Revascularization (TCAR)
- Venous Procedures
 - Venaseal
 - Sclerotherapy
 - Phlebectomy
 - Ligations/Stripping

Treatment for:

- Carotid stenosis
- Dialysis access
- Lymphedema
- Peripheral Arterial Disease
- Venous insufficiency
- Venous stasis
- Varicose veins
- Mesenteric Ischemia
- Renal Artery Stenosis
- Popliteal Aneurysms
- Abdominal Aortic Aneurysms

Patient Demographics

Vascular Surgery provides medical services for patients ages 18+.

Refer a patient: Please include the patient's name, DOB, referral reason, Dx, ICD 10 code (if available), urgency level, the items outlined in the clinic referral checklist, and all available insurance information. If your patient needs to be seen within one week, don't hesitate to contact our clinic directly.



Vascular Surgery

How can we help you?

Clinic Phone	(808) 932-3940 Option 9
Fax	(808) 932-3855
Address	1285 Waiuanueue Ave, Hilo, HI 96720
Referrals	(808) 932-3940 Option 9 Option 2
Nurse Line	(808) 430-3343
Provider Line	(808) 932-3940 Option 9 Option 1
Clinic Administrator	(808) 932-3833

If you have an urgent request, don't hesitate to contact our clinic phone line directly. If you are experiencing a referral processing issue, please contact our Provider Outreach Specialist at (808) 640-2172, EHHProviderOutreach@hsc.org



NEW PATIENT REFERRAL CHECKLIST

1285 Waianuenue, Hilo, Hawaii 96720

Phone: (808) 932-3940 Option 9

Fax: (808) 932-3855

GENERAL REQUIREMENTS FOR ALL VASCULAR PATIENTS

- Completed referral sheet, demographics page, current medication list and most recent progress notes reflecting the need for referral

DIAGNOSES SPECIFIC REQUIREMENTS

<p><u>AAA</u> (One of the following)</p> <ul style="list-style-type: none"> • CTA Abdomen/Pelvis • Ultrasound Abdomen/Pelvis 	<p><u>Arterial Insufficiency</u></p> <ul style="list-style-type: none"> • Arterial Doppler Ultrasound
<p><u>Carotid Stenosis</u></p> <ul style="list-style-type: none"> • Carotid Duplex Ultrasound 	<p><u>Deep Vein Thrombosis</u></p> <ul style="list-style-type: none"> • Venous Doppler Ultrasound
<p><u>Edema</u></p> <ul style="list-style-type: none"> • Venous Doppler 	<p><u>HD Access Creation</u></p> <ul style="list-style-type: none"> • Nephrology Consultation Report
<p><u>Peripheral Vascular Disease</u></p> <ul style="list-style-type: none"> • Venous Doppler Ultrasound 	<p><u>Peripheral Artery Disease</u></p> <ul style="list-style-type: none"> • Arterial Doppler Ultrasound • ABI-Ankle Brachial Index
<p><u>Varicose Veins</u></p> <ul style="list-style-type: none"> • Venous Doppler Ultrasound • <u>Venous Reflux</u> 	<p><u>Venous Stasis/Insufficiency/Nonhealing Ulcer</u></p> <ul style="list-style-type: none"> • Venous Doppler Ultrasound



NEED

PATIENT

RECORDS?

Thank you for referring your patient to us!
 Now let's get you access to our medical records!



START

I'd like to access my patients EHC/HMC: visit note, surgical report, imaging, labs, etc.

Use QR code for direct access to
EHR Access Security Agreement



DO YOU HAVE AN EMR ACCT WITH HMC/EHC?

Yes

DO YOU NEED RE-TRAINING?

No

ARE YOU HAVING OTHER ACCESS ISSUES?

No

Yes

Yes

Please complete our **EHR Access Security Agreement**. Use the QR code above to access this form

No problem! Our **EMR Team** can help with that! Please contact **(808) 932-3890, option 2** for re-training

Once completed please submit this form to **HMC Medical Staff Services**
 E: hmcmsso@hhsc.org
 F: (808) 933-9901

Let's fix that! Please contact our **IT Team** at **(808) 932-3890, option 1**

Awesome! We will contact you regarding your EMR account and training

DONE

Still have questions?
 Contact our **EHC Provider Outreach Coordinator**
 P: (808) 640-2172
 E: EHHProviderOutreach@hhsc.org



Our Mission Statement

The East Hawaii Region: Improving our community's health through exceptional and compassionate care.

Our Vision Statement

To create a health care system that provides patient centered, culturally competent, cost effective care with exceptional outcomes and superior patient satisfaction. We will achieve success by pursuing a leadership role in partnership with community health care organizations and providers.

Our Values

We live our values through teamwork.

Trust

"We work together to maintain the highest performance standards and strive for the trust of our community."

Respect

"We treat everyone with the highest professionalism and dignity. Rudeness is never acceptable."

Integrity

"We do the right thing, at the right time, to the right person, for the right reason."

Mindfulness

"We work with the right attitude. We are accountable and take responsibility for our actions."

Our Health Insurance Partners

East Hawaii Health Clinics and Hilo Medical Center accepts all major health insurances.

How we can support you:

*Remove Barriers to Care | Referral Support
Service-line Overview | Peer to Peer Chats*

Contact Information:

C: (808) 640-2172 E: EHHProviderOutreach@hhsc.org



**PROVIDER
OUTREACH SPECIALIST**

East Hawaii Health Clinic and Hilo Medical Center

