Provider letter functionality enables Providers to communicate a patient's office visit, results, or patient information using an internal and external directory.

Provider Letter

There are three different locations in which a Provider Letter can be created within a patient's chart.

➢ **Patient's Chart**

- Within the patient's chart, a provider letter can be sent without an attached document by selecting the drop-down arrow next to **Communicate** in the toolbar.
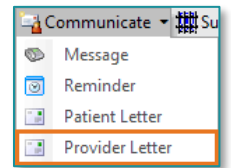
➢ **Signed Documents**

- When viewing signed documentation, a provider letter can be generated two ways:
  - From the **Documentation** tab, select **Provider Letter** within the toolbar.
  - Within the preview pane of the signed documentation, **right-click** and select **Provider Letter**.
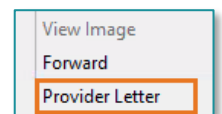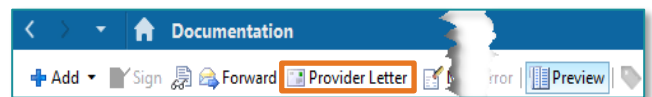
➢ **Sign/Submit Note**

- When signing a note, check the box to **Create provider letter**.

NOTE: Provider Letters can only be sent from within the patient's electronic health record (EHR).
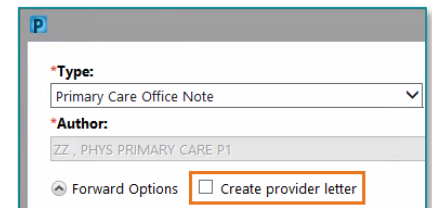
Provider Directory

➢ **Internal**

- Maintained by NLH. Recommended directory to utilize.
  - Consists of providers both employed and non-employed by NLH.
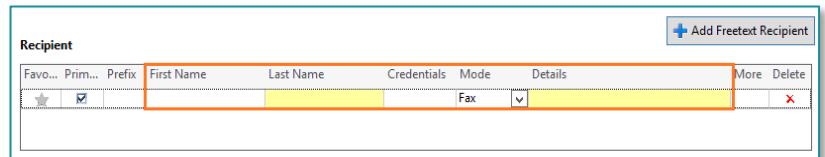
➢ **External (NPPES)**

- Not maintained by NLH. Use this directory as a last option.
- Consists of other Non-Cerner practices and Non-Northern Light providers.
  - If using the **External** tab, ensure the mode of communication is correct for the receiving office.
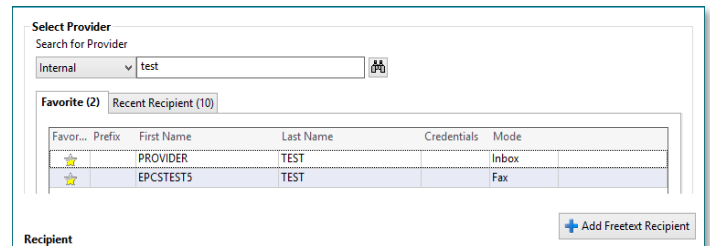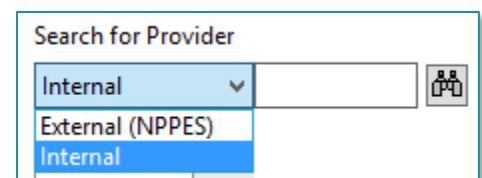
➢ **Add Freetext Recipient**

If there are no results when searching for the recipient, you can add as a Freetext Recipient.

- Select **Add Freetext Recipient.**

- Select the **Mode** of sending the Provider Letter.

  - **Mail:** After creating the Provider letter, staff will print the provider letter to mail.

  - **Fax:** Allows staff to fax the Provider Letter directly from Cerner to the fax number entered in the details field.

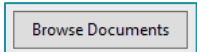- Fill in the **First Name**, **Last Name**, and **Details** fields.

NOTE: Utilize the favorite icon for a Provider to populate to the favorite list for future use.
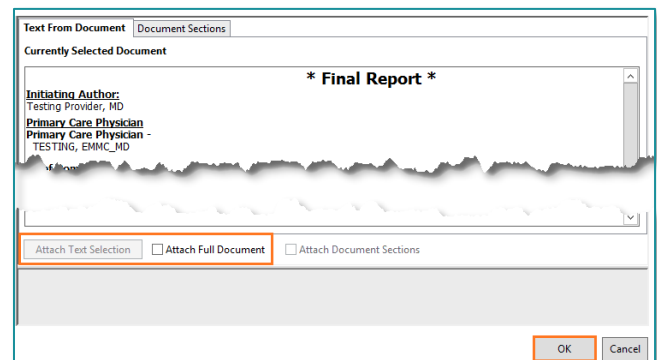
- Once all information has been reviewed for accuracy for the receiving provider, select **OK**.

Creating a Provider Letter

STEP 1: Once the recipients have been entered, within the body of the letter populate the desired information to be included on the cover page or the communication to the receiving provider.

STEP 2: **If needed, select additional Document(s).**

  - After the recipient(s) field is populated, click **Browse Documents**.

  - A list of documents will appear.

  - Select the desired document to attach.

    - Place a **check** in the **Attached Full Document** field to attach the full document

    - Highlight desired text and select **Attach Text Selection** to attach only that information.

  - Click **OK.**

STEP 3: Additional results can be added to the body of the letter.

- Click **Add Results**.
- Highlight the desired selection and click **Include Selected**.

STEP 4: Documentation can be previewed prior to sending by clicking **Preview.**

- When previewing, the letter and any attached documents can be previewed.

STEP 5: Select **OK** to send.