

HPH E-CONSULT PILOT INSTRUCTIONS

Thank you for helping develop this important service for our patients and the organization!

Please contact Bennett Loui MD for general questions.

Contact Laurie Louie if you have technical questions for IT.

E-Consults are:

- Focused questions that a specialist can reasonably answer without assuming knowledge of the patient's entire medical history
- Answered solely by the information available in Epic
- Answerable within 3 business days
- Considers necessity for an office consult, and may lead to "E-Referrals"

E-Consult goals:

1. Management advice through iterative 2-way communication
2. Education for referring providers
3. Improve access for referrer with flexible workflow for consultant
4. Improve appropriateness and efficiency of office consultations

Disposition types:

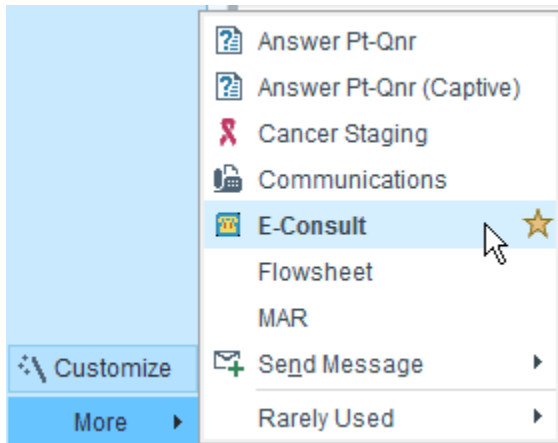
1. Low Complexity E-Consult
2. Moderate Complexity E-Consult
 - May need additional tests or information before concluded
3. High Complexity E-Consult
 - Detailed review of history
 - May need multiple rounds of communication and actions
4. Change to E-Referral, ROUTINE schedule

HPH E-CONSULT PILOT INSTRUCTIONS

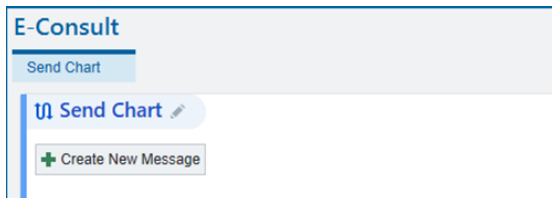
PCP/REFERRING DOCTOR

An E-Consult can currently be requested from within an Office Visit, Telephone Encounter or Scheduled Telephone Encounter. It is no longer available directly from the Inbasket.

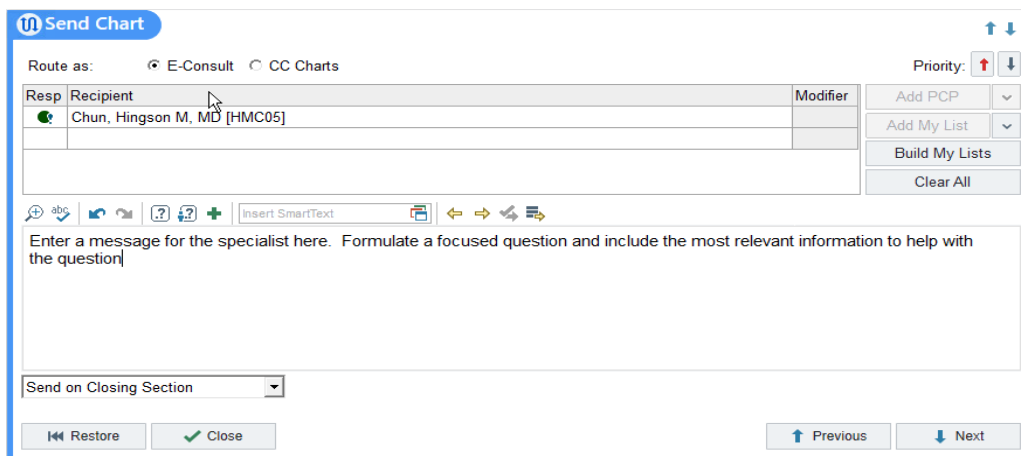
1. From within the available encounter, go to the **MORE** menu on the bottom left side of the screen and select **E-CONSULT**. Select the star to the right, to save on your navigator and reduce clicks moving forward.



2. Select "Create New Message" to choose the recipient and type in your inquiry.



3. Enter the recipient/specialist and a focused, formulated question with the most relevant information. Close the section to send the message to the specialist.



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This is what displays once you close the section.

Send Chart

[+ Create New Message](#)

Previous Messages

E-Consult **Loui, Bennett Y C, MD to Chun, Hingson M, MD** Today

> Enter a message for the specialist here. Formulate a focused question and include the most...

An E-Consult is a part of the chart that can be reviewed within the Chart Review Section.

Chart Review

Encounters | Notes/Trans | Labs | Imaging | Procedures | Meds | LDAs | Cardio/EKG | RT

Text Search | Preview | Refresh (6:49 PM) | Select All | Deselect All | Review Selected

Filter | Hide Add'l Visits | Me | Electrophys | Electrophysiology - ... | Admissions

Date	Type	Department	Provider	Description
Today	E-Consult	ELECTROPHYS - ...	Chun, Hingson M, MD	
Today	Office Visit	INT MED STRODE...	Loui, Bennett Y C, MD	

E-Consult [Open](#) 5/2/2018
Electrophysiology - Straub Clinic King St

Chun, Hingson M, MD Cardiology Referred by **Loui, Bennett Y C, MD** Reason for Visit

E-Consult to Chun, Hingson M, MD (Oldest Message First)

Loui, Bennett Y C, MD to Me

Enter a message for the specialist here. Formulate a focused question and include the most relevant information to help with the question 5/2/18 6:18 PM

Me to Loui, Bennett Y C, MD

Specialist enters response to PCP inquiry. 5/2/18 6:50 PM

This encounter is not signed. The conversation may still be ongoing.

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SPECIALIST/CONSULTANT

Upon receipt, the Specialist will receive an E-CONSULT via his/her inbasket with an E-Consult folder specifying this specific message type. The goal is to respond within 3 business days.

The screenshot shows an email client interface. On the left, there is a sidebar with 'My Messages' and 'Results (1)'. The 'E-Consult (1)' folder is highlighted with a red box. The main area displays a table of messages:

Status	Sent D...	Sent Ti...	From	Department	Patient
New	05/02/2018	6:18 PM	Loui, Bennett Y C, MD	Int Med	Ambtest, Jeanne
Pend	04/12/2018	11:10 AM	Loui, Bennett Y C, MD	Int Med	Ambtest, Jimbo
Read	03/20/2018	1:14 PM	Loui, Bennett Y C, MD		

1. Select the message and click the E-CONSULT button to open an E-Consult encounter.

The screenshot shows the 'E-Consult' form. The 'E-Consult' button is highlighted with a red box. The form displays patient information for 'ZZTest, Print' and a 'request e-consult' section with a text area for details. A yellow box highlights the 'Allergies' section, which lists Amoxicillin, Latex, Plasma, and Codeine.

2. Select the "Comment" hyperlink to review the requesting provider's question and respond.

The screenshot shows the 'E-Consult' message details. The 'E-Consult Message / Send Chart' section is highlighted. It contains a note: 'This message will be sent when the patient chart is closed.' Below this, the 'E-Consult to:' field is populated with 'Noon, Sandra K, DO' and the 'Comment:' field contains 'Test response back to Dr Noon.' There are also sections for 'Notes from Main Encounter' and 'E-Consult to Chun, Hingson M, MD'.

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The first time opening an E-Consult, change the drop down option to “Send on Exiting Workspace” to be able to write your response back to the requesting provider. You should need to do this only once when messaging.

E-CONSULT
Econsult Message
Allergies
Problem List
Meds & Orders
Disposition
Sign Visit

E-Consult Message / Send Chart

Message will route as E-Consult

Resp Recipient
Noon, Sandra K, DO [SN033]

Your most recent Progress Note will be attached to your message
Switch to Send on Exiting Workspace to enter an additional message for the recipients

Send at Close Encounter
Send on Exiting Workspace
Send at Close Encounter

3. Before closing, please select the appropriate disposition.

Disposition - E-Consult

Show: All Choices

Values By

Disposition

E-Consult Disposition

e-Referral - schedule routine visit e-Referral - schedule expedited visit e-Consult - low complexity
 e-Consult - moderate complexity e-Consult - high complexity Consult with different service

4. Select “SIGN VISIT” to close the encounter.

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Chart Review

Encounters Notes/Trans Labs Imaging Procedures Meds LDAs Cardio/EKG RT

Text Search Preview Refresh (6:49 PM) Select All Deselect All Review Selected

Filter Hide Add'l Visits Me Electrophys Electrophysiology - ... Admissions

Date	Type	Department	Provider	Description
Recent Visits				
Today	E-Consult	ELECTROPHYS - ...	Chun, Hingson M, MD	
Today	Office Visit	INT MED STRODE...	Loui, Bennett Y C, MD	

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E-Consult Open

5/2/2018
Electrophysiology - Straub Clinic King St



Chun, Hingson M, MD
Cardiology

Referred by **Loui, Bennett Y C, MD**
Reason for Visit

E-Consult to Chun, Hingson M, MD

(Oldest Message First)

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