

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

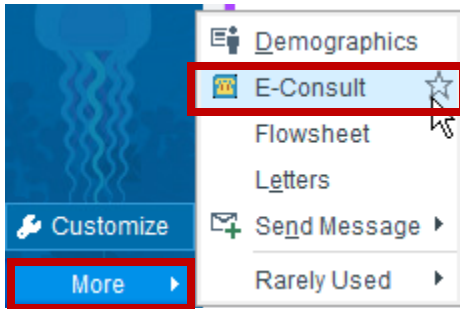
Disposition types:

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

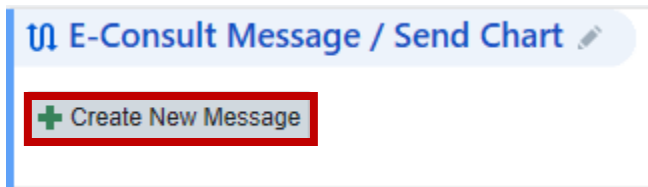
PCP/REFERRING DOCTOR

An E-Consult can be requested from within an Office Visit or Telephone Encounter.

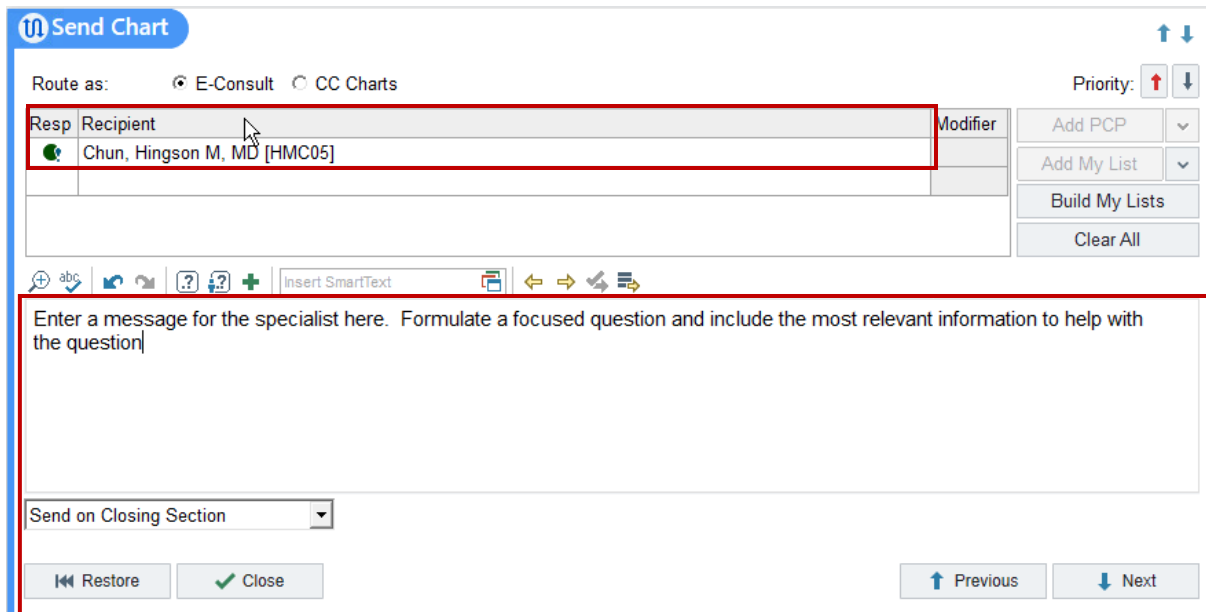
1. From within an Office Visit or Telephone Encounter, go to the **MORE** menu and look for E-Consult. (You can star to have one your navigator for future)



2. Select "Create a New Message"



3. Enter your note to the specialist and select "P SCH Cardiology Front Desk Pool" when referring to Cardiology.



- It will send upon selecting *Close* showing the following message:

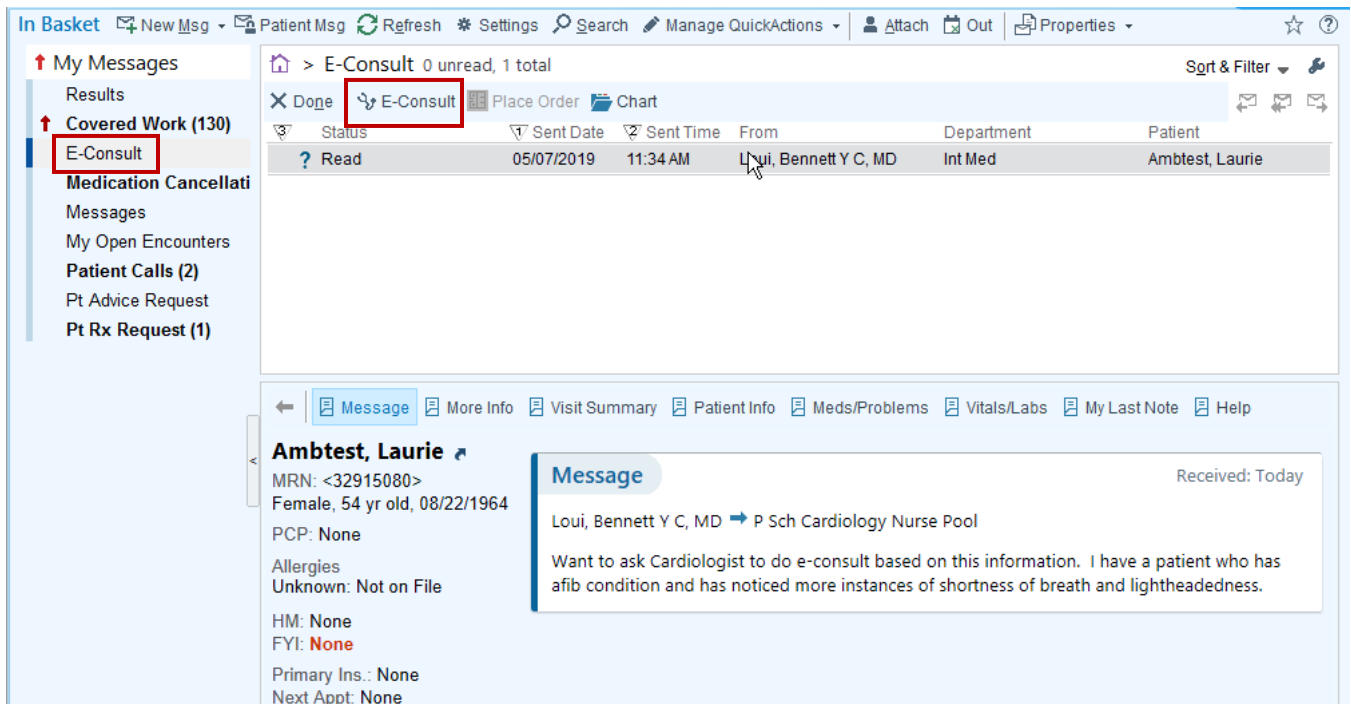
This is what displays once you close the section.

The screenshot shows a user interface for a medical chart. At the top left, there is a blue button labeled "Send Chart" with a document icon. Below it is a button with a green plus sign and the text "Create New Message". Underneath these is a section titled "Previous Messages". The first message is from "Loui, Bennett Y C, MD to Chun, Hingson M, MD" and is dated "Today". The message content is partially visible, starting with "> Enter a message for the specialist here. Formulate a focused question and include the most...".

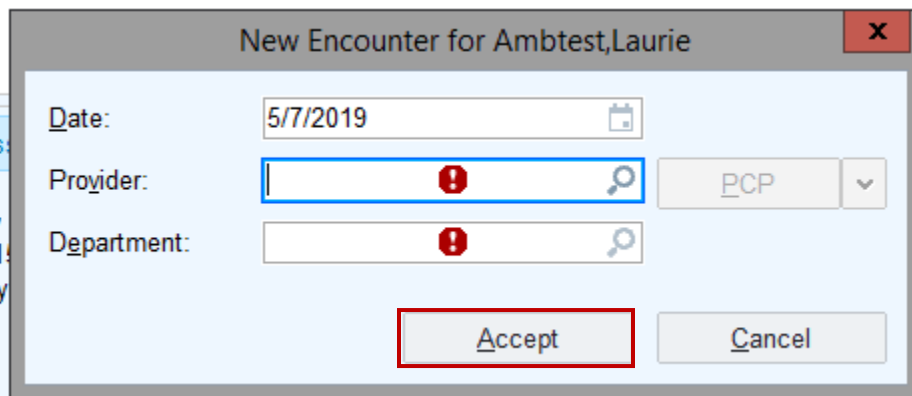
SPECIALIST/CONSULTANT

- The E-Consult will be delivered to the designated pool—P SCH Cardiology Front Desk Pool
- It will be within an E-Consult Folder when incoming
- The goal is to respond within 3 business days.

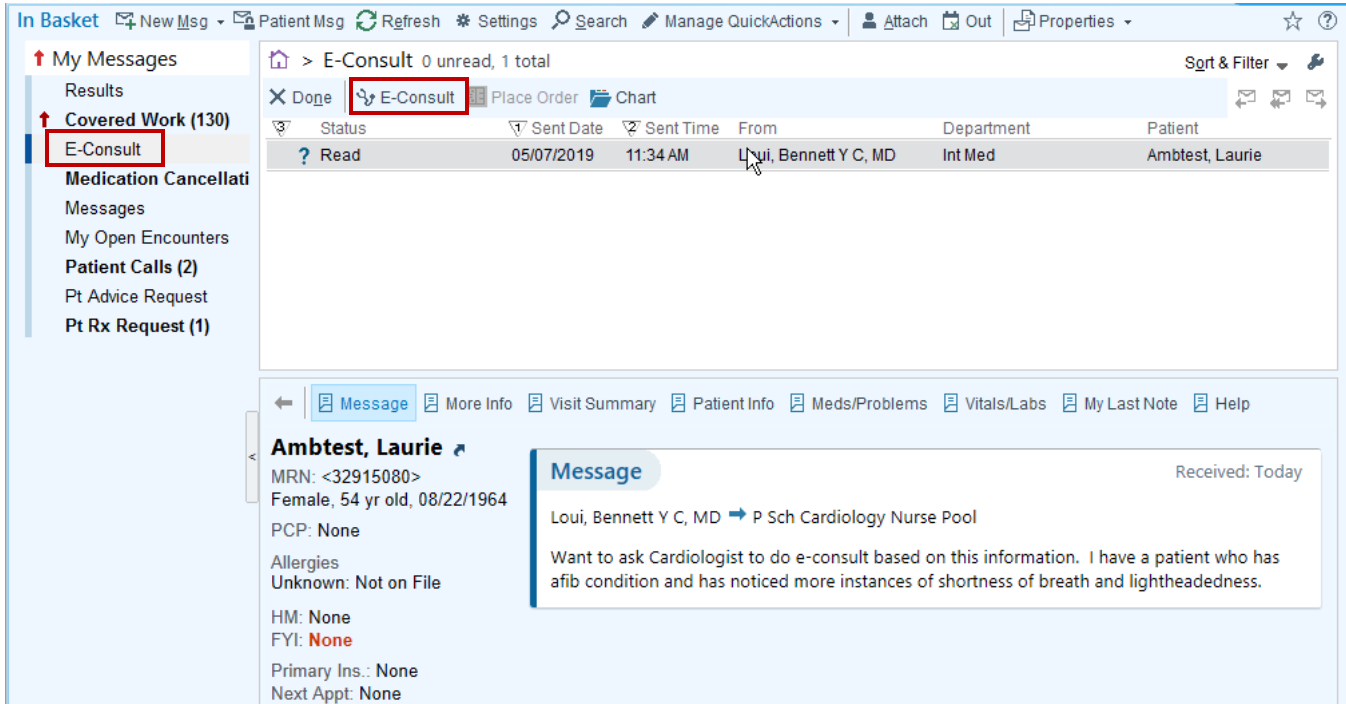
1. Select the message and click the E-Consult button to open the encounter.



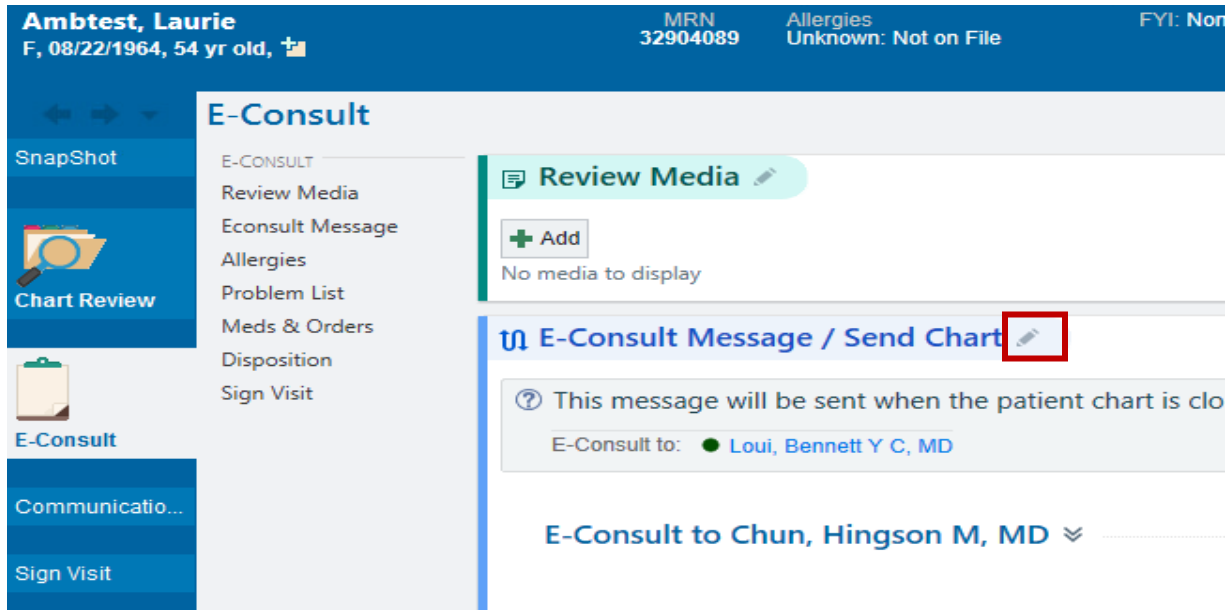
2. The Front Desk Staff Member enters the provider covering e-consults for the day and department to assign the e-Consult. Select *Accept*.



3. The Specialist will open e-Consult by selecting the e-Consult button

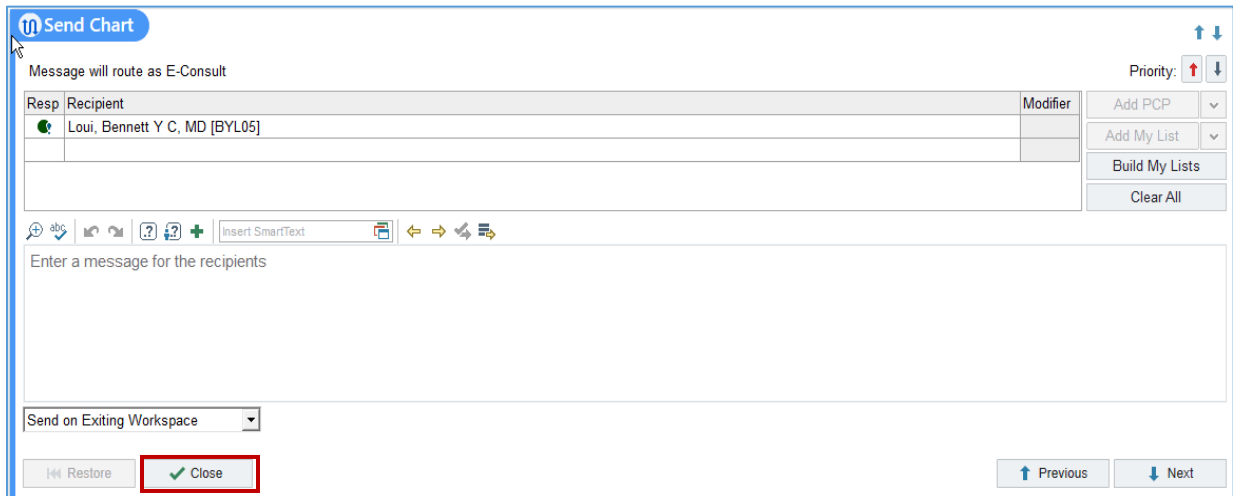


4. Select the edit icon next to e-Consult



- The Specialist can enter a response in the E-Consult Message and select *Close*.

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.



5. Scroll down to the disposition section to enter your recommendation. Following, select *Sign Visit* to close the encounter

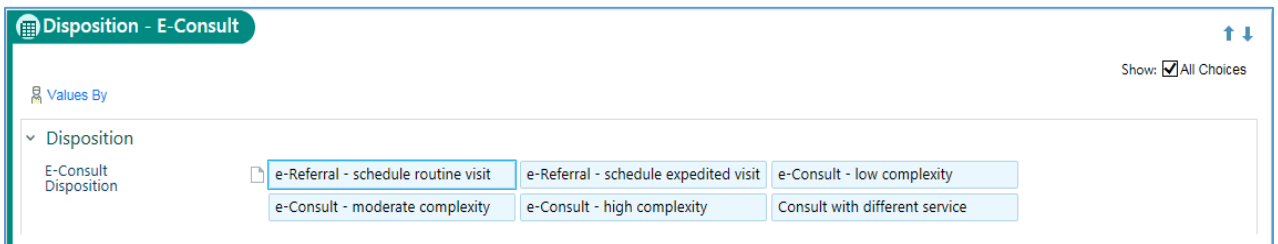


CHART REVIEW

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	

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.

- The “conversation” between the PCP and specialist is reflected in both the E-Consult and Office Visit encounter reports.