

**Title:** E-Consults

**Application:** Ambulatory

**Affected Role:** Provider

**Date:** 07/02/19

**Revision Number:** 12

With E-Consults, a requesting physician communicates with a specialist for advice regarding a patient's chart through In Basket messages. This feature gives requesting physicians easier access to specialists' expertise, helping them provide better care and reducing the need for patients to travel or wait for an appointment to see a specialist.



Try It Out

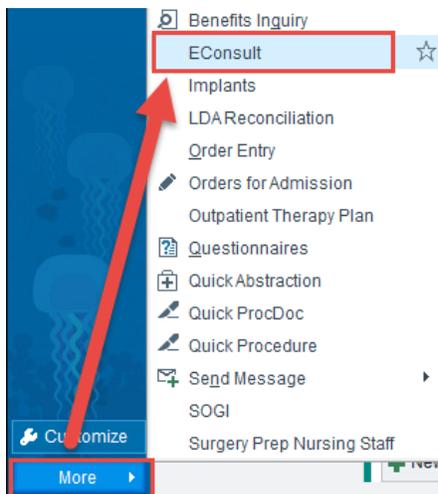
## REQUESTING PROVIDER:

E-Consults can be initiated from any Epic Encounter in the patient's chart, including office visits, telephone encounters, documentation encounters, etc. If an encounter is closed an addendum can be created to request an EConsult.

To request an E-Consult:

1. **More Activities > EConsult**

*NOTE: Select the star to the right of the activity to mark it as a favorite. This will save the EConsult activity to the list of activities on the left side of the screen.*



**E-Consult Instructions**

Send E-Consult to a pool that begins with "P HFHS ECONSULT" followed by the specialty you are consulting.

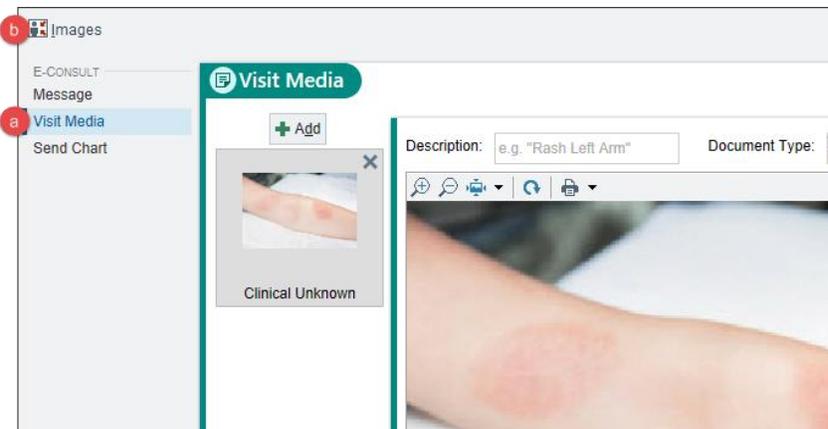
Specialty pools currently accepting E-Consults are:

- P HFHS ECONSULT ALLERGY
- P HFHS ECONSULT CARDIOLOGY
- P HFHS ECONSULT CARDIAC SURGERY
- P HFHS ECONSULT DERMATOLOGY (\*\*Image Required\*\*)
- P HFHS ECONSULT ENDOCRINOLOGY
- P HFHS ECONSULT FUNCTIONAL MEDICINE
- P HFHS ECONSULT ADVANCED GASTROENTEROLOGY
- P HFHS ECONSULT MATERNAL FETAL MEDICINE
- P HFHS ECONSULT NEPHROLOGY
- P HFHS ECONSULT NEUROLOGY
- P HFHS ECONSULT ORTHO SPINE
- P HFHS ECONSULT ORTHO TRAUMA
- P HFHS ECONSULT OTOLARYNGOLOGY (ENT)
- P HFHS ECONSULT PAIN MEDICINE
- P HFHS ECONSULT PALLIATIVE MEDICINE
- P HFHS ECONSULT PODIATRIC MEDICINE
- P HFHS ECONSULT PULMONARY (\*\*Chest x-ray Imaging Required\*\*)
- P HFHS ECONSULT REHAB SERVICES
- P HFHS ECONSULT RHEUMATOLOGY
- P HFHS ECONSULT SLEEP MEDICINE
- P HFHS ECONSULT SPORTS MEDICINE
- P HFHS ECONSULT THORACIC SURGERY (\*\*Radiology Imaging Required\*\*)
- P HFHS ECONSULT UROGYNECOLOGY
- P HFHS ECONSULT UROLOGY
- P HFHS ECONSULT VASCULAR SURGERY



2. Add images to the patient's chart. **IMPORTANT NOTE:** Imaging/images are **REQUIRED** for Dermatology, Pulmonary, and Thoracic Surgery E-Consults.
  - a. The **Visit Media** section within the navigator allows you to include images from the current encounter.
 

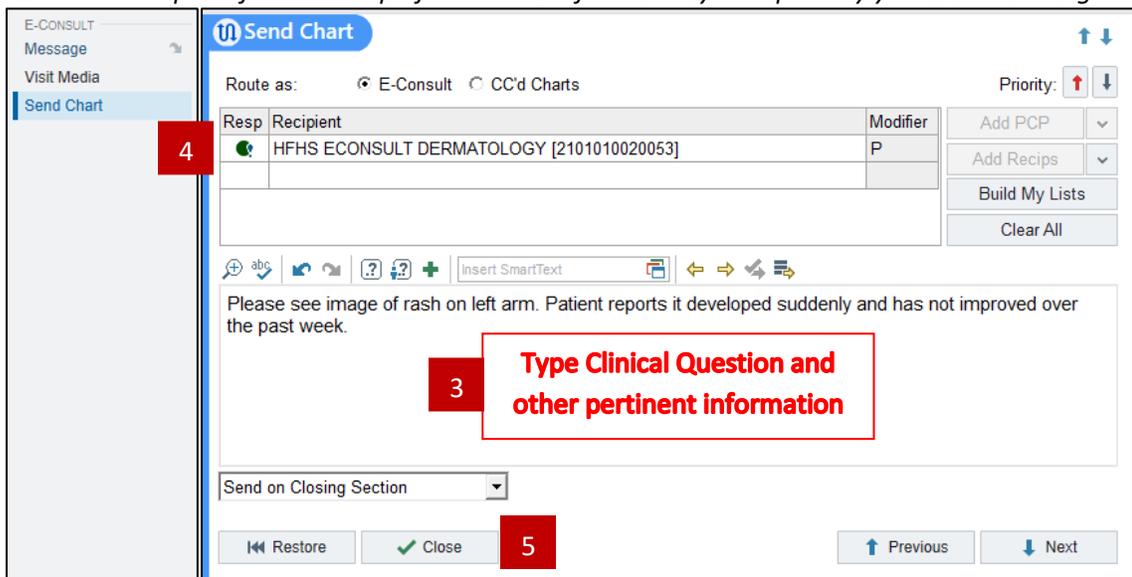
NOTE: See "Using Haiku to Upload Photos to Epic" for additional information if needed.
  - b. The **Images** button, located above the navigator, allows you to add images from previous encounters or received from the patient (via MyChart Message).



3. In the **Send Chart** navigator section type/include clinical question and other pertinent information for specialty provider review.
4. Route the patient's chart, including the images, to a pool of specialists using the **Send Chart** navigator section.
 

NOTE: To receive a timely response send E-Consult to pool only, not individual provider. **E-Consults response expected in 5 business days.**

*Ex: In the recipient field enter "p hfhs econsult" followed by the specialty you are consulting.*



5. Click **Close**

*Alternate Options: Other consult resources include Referring Wisely Clinical Protocols and Dr. Advice phone line.*

## CONSULTING SPECIALIST:

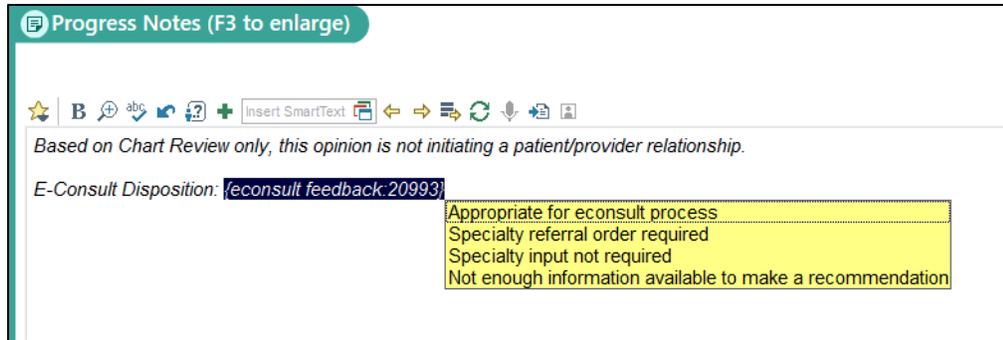
The specialist receives an E-Consult message in their Epic In Basket. Respond by opening an E-Consult encounter from which you can review and annotate images, add information to the patient's chart, and route it back to the requesting physician with recommendations.

The screenshot shows the Epic In Basket interface. On the left, the 'My Messages' pane shows an 'E-Consult' message with a red circle '1' next to it. The main area displays the message details for 'Test, Econsult' for a 43-year-old male. A red circle '2' highlights the 'Message' section, and a red circle '3' highlights the 'E-Consult' button in the top navigation bar.

1. Select In Basket message from **E-Consult** folder.
2. **Single click** to review message and image.
3. Click **E-Consult** to open an E-Consult encounter.

The screenshot shows the E-Consult encounter interface. On the left, a sidebar menu has four items marked with red circles: 'a' for 'Notes', 'b' for 'Review Media', 'c' for 'Send Chart', and 'd' for 'Sign Visit'. The main area shows 'Progress Notes' with a 'No notes of this type filed.' message and a 'Snapshot' section for the patient, including 'Econsult Test' and 'Recent Visits with You'.

- a. **Notes:** Use this section to write the response. In addition to your response, **enter ".econsult"** to include a message saying, *"Based on Chart Review only, this opinion is not initiating a patient/provider relationship."* **[REQUIRED]** and denote **EConsult disposition** from SmartList.



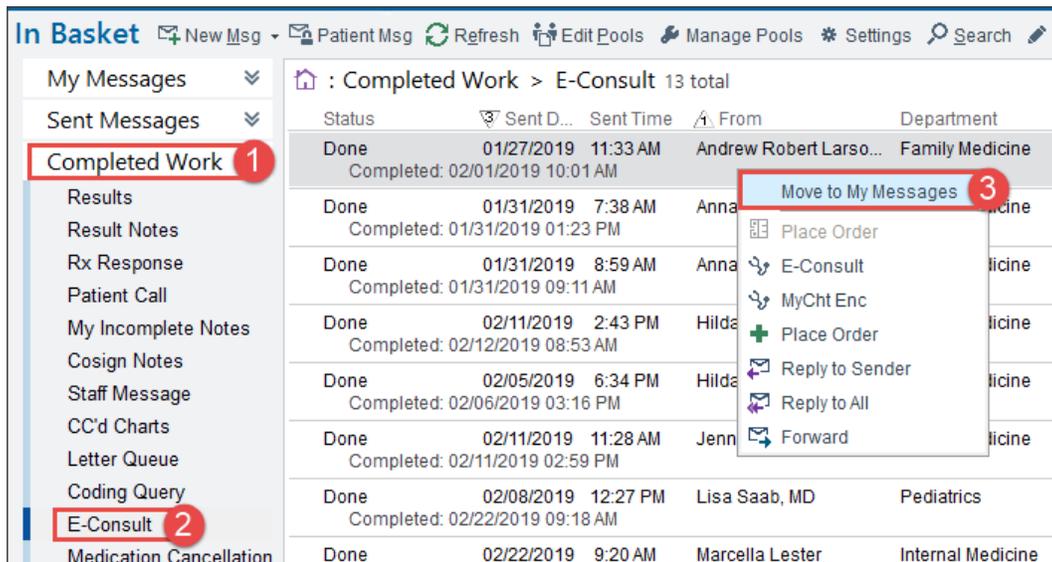
- b. **Review Media:** Use this section to review and annotate images.
- c. **Send Chart:** This section will display the recipient of this E-Consult message. It will default to the sending provider. Unless you want to send it to someone else, there is no need to edit this section.
 

NOTE: If desired, a scheduling pool or other recipient can be added to the reply to request that the patient be scheduled with the specialty or other next steps.
- d. **Sign Visit:** When finished, select “Sign Visit”. Another E-Consult message containing all of this information will be sent to the recipients’ In Basket at close of encounter.

**Note:**

- If a provider clicks the E-Consult button, it will open the E-Consult encounter but the In Basket message still remains in a **pending** status.
  - If that E-Consult encounter is signed, then the message automatically goes away, (**done**).
  - If that E-Consult encounter is not signed, then the message stays, (**pend**).
- The receiving physician also has the option to click ‘Complete’ without creating the E-Consult encounter, and this will mark the message as **done**, but E-Consult encounter is not completed.

If a provider accidentally completes an In Basket message, they can retrieve it from the Completed Work section of their In Basket by right-clicking over the message and selecting “Move to My Messages”:



## REQUESTING PROVIDER:

The requesting physician receives an E-Consult response message in their Epic In Basket. Provider can review the response and respond to the patient or forward message to appropriate pool for action.

### 1. Respond to patient with message:

#### a. Initiate new patient message



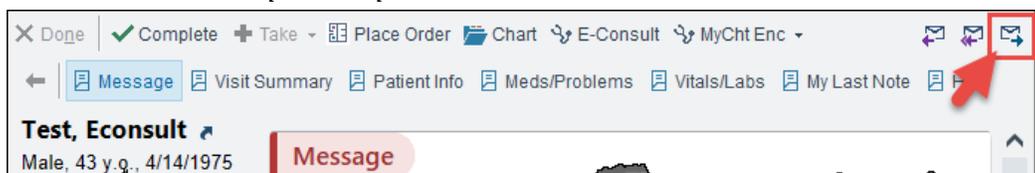
#### b. Search for patient

#### c. Write message to patient

#### d. Send message

### 2. Respond to pool (i.e. scheduling) with message:

#### a. Forward EConsult response to pool



#### b. Write request to schedule or next steps

#### c. Send message

### Note: Patient In Person Follow-Up Required:

- If a potential E-Consult is deferred because on review the patient should be seen in person, the E-Consult
  - recipient (specialty/EConsult Pool) should make the appointment,
  - requestor (initiated EConsult/Primary Care) should place an ambulatory referral to the specialty.
- If an E-Consult details “next steps” (tests, labs, treatment), and the patient should be seen by the E-Consult recipient regardless of outcome, the
  - recipient (specialty/EConsult Pool) should make the appointment,
  - requestor (initiated EConsult/Primary Care) should place an ambulatory referral to the specialty.
- If an E-Consult details “next steps” and the patient should only be seen by the E-Consult recipient depending on results, the E-Consult requestor (initiated EConsult/Primary Care) should make the appointment.