

## From the Office of Health Informatics Telehealth Provider Workflow for E-Consult

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E-Consult implementation is an asynchronous transfer of health information from a referring provider to a specialist or specialist to specialist via a secure environment within a shared EHR. The E-Consult will improve the delivery of care to our patients and increase access to subspecialists within our system.

## **E-Consult**

Providers can send a referral order for an E-Consult with their office visit note to the specialty office to request further recommendations on their patient's care. This is a provider to provider consultation to recommend the next steps in the patient's care.

## **Referring Provider**

**STEP 1:** Select appropriate E-Consult referral order.

STEP 2: Obtain verbal consent from the patient and add the E-Consult auto text /econsult\* in the Assessment and Plan of the office visit note.

- The auto text will document verbal consent and guide the provider on the necessary documentation for the specialist.
- Written consent using the Telehealth Informed Consent will also need to be completed, if not done within one year.

▶ Anemia Management E-Consult ▶ Cardiology E-Consult ▶ Dermatology (Adult/Pediatric) E-Consult (MGH) ▶ Endocrine (non-Diabetes) E-Consult ▶ Gastroenterolgy E-Consult ▶ GYN/ONC E-Consult ▶ Hematology E-Consult ▶ Infectious Disease E-Consult Neurosurgery E-Consult (SPINE PAIN & SI PAIN ONLY) ▶ Pediatric Behavioral Health E-Consult ▶ Pediatric Endocrinology E-Consult ▶ Pediatric Hematology/Oncology E-Consult ▶ Pediatric Infectious Disease E-Consult ▶ Rheumatology E-Consult ▶ Substance Use E-Consult ▶ Surgical Endocrinology E-Consult Referrals - In-Person consultations

NOTE: Front Office staff will prove the order from the Referral Management tool and attach the Office Note for the receiving specialty provider to review.

## **Receiving Provider at Specilaty Office**

**STEP 1**: Specialist reviews patient history and determines if the E-Consult is appropriate.

<u>STEP 2</u>: Specialist completes the E-Consult by documentating the **Assessment and Plan** using the auto text /tim\_econsult within the specialty office visit note.

**STEP 3:** Bill for the E-Consult using the **E-Consult Written Report (5 min) 99451**.

**STEP 4:** Send completed consultation to the referring provider via the message center.

<u>NOTE</u>: The auto text /econsult\_referral\_convert is requests PCP convert in-person referral to e-consult referral.