

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

▶ Anemia Management E-Consult

▶ Dermatology (Adult/Pediatric) E-Consult (MGH)
 ▶ Endocrine (non-Diabetes) E-Consult

Neurosurgery E-Consult (SPINE PAIN & SI PAIN ONLY)

▶ Cardiology E-Consult

▶ Gastroenterolgy E-Consult
 ▶ GYN/ONC E-Consult
 ▶ Hematology E-Consult

▶ Infectious Disease E-Consult

Pediatric Behavioral Health E-Consult

▶ Pediatric Endocrinology E-Consult
 ▶ Pediatric Hematology/Oncology E-Consult
 ▶ Pediatric Infectious Disease E-Consult

▶ Surgical Endocrinology E-Consult▶ Referrals - In-Person consultations

▶ Rheumatology E-Consult
 ▶ Substance Use E-Consult

September 11, 2025

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.

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.

NOTE: The auto text /econsult_referral_convert is requests PCP convert in-person referral to e-consult referral.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please <u>place a ticket</u> to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.