



Los Angeles County Department of Health Services

Policy & Procedure Title:		eConsult Usage	
Category:	300-399 Operation Policy	Policy No.:	314.3
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Distribution: DHS-wide	<input checked="" type="checkbox"/>	If not DHS-wide, other distribution:	

PURPOSE:

The purpose of this policy is to provide guidance for utilizing eConsult.

DEFINITION(S):

eConsult - a web-based system that assists providers in obtaining DHS specialty care support for non-urgent, non-emergent, outpatient requests.

Provider – personnel who take care of patients. All DHS providers have access to eConsult.

POLICY:

- 1) eConsult submitters shall seek specialty care assistance according to DHS standards, DHS Expected Practices and specialty specific information available on the eConsult website www.econsultla.net
- 2) eConsult submitters and eConsult specialty reviewers will participate in the eConsult consistent with the programs core elements of timeliness, completeness, accuracy of information and professional conduct.

PROCEDURE:

- 1) Request access to eConsult via email at: dhseconsult@dhs.lacounty.gov
- 2) Activate eConsult by going to the eConsult website - www.econsultla.net
- 3) Discontinue all previous means (Referral Processing System (RPS), paper, etc.) of requesting non-urgent, non-emergent, and outpatient specialty assistance for those specialty services available on eConsult.
 - eConsults can have multiple iterations with back and forth dialogue as the participating clinicians share information and determine the best next steps for the patient.

The mission of the Los Angeles County Department of Health Services is to ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.
