



TITLE: Tracking of eConsults
DIVISION: Ambulatory Care Network
SERVICE AREA/ UNIT: Administration

| Policy & Procedure Number | ACN |
|---------------------------|------------|
| | GA-01.006 |
| Origination Date: | 02/11/2016 |
| Revision Date: | 04/12/2018 |
| Review Date: | 08/20/2020 |
| Approved By: | ACN P&P |

1.0 PURPOSE:

To establish a process for tracking and following-up of referrals made by the Patient Centered Medical Home (PCMH) through completion and delivery of the specialty note.

2.0 POLICY:

Each Ambulatory Care Network (ACN) facility will ensure that patients referred by the PCMH through eConsult are tracked and followed-up through completion and availability of the specialist consultation note.

3.0 DEFINITIONS:

- 3.1 **Specialist:** Any consultant or specialty service accessed through eConsult.
- 3.2 **eConsult:** A telehealth process that enables the primary care provider (PCP) to consult with specialists as part of the referral and authorization process for specialty care needs.

4.0 PROCEDURE:

- 4.1 eConsult referral log will be created and distributed monthly to all ACN clinic sites.
- 4.2 A designated member of each PCMH team will review the monthly referral log obtained from eConsult and verify availability of specialty notes on all patients with completed face-to-face visits.
- 4.3 The designated staff will attempt to obtain missing specialty notes by contacting the specialty department documenting efforts to obtain missing or outstanding notes on the eConsult log within 10 business days of delivery of the monthly eConsult referral log.
- 4.4 Every consult will be reviewed monthly and all outstanding referrals will be followed-up by the designated PCMH Team Member.

5.0 MONITORING:

5.1 Each facility will monitor the compliance with completion of the referral log monthly.

6.0 SOURCES AND REFERENCE:


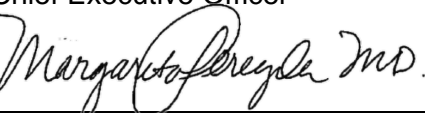

ACN Patient Centered Medical Home Manual

7.0 AUTHORITY:

National Committee for Quality Assurance, Patient-Centered Medical Home Standard 1 (Patient Centered Access)

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Approvals:

| | |
|-------------------------------------------------------------------------------------|------------|
|  | 10/27/2020 |
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|  | 10/22/2020 |
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P&P History

| Date | Department | Policy & Procedure # | Comments | Next Review Due |
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