SUBJECT: eConsult Provider Procedure

I. PURPOSE

A. This policy provides guidelines and instructions for Providers to use the eConsult System.
B. This system is used as a provider communication tool within DHS.

II. PROCEDURE

A. INITIAL LOG ON
   i. When logging on for the first time, enter your username and click the Forget Password link.
   ii. Enter your username and Submit. A temporary password will be sent to your primary email address. You will receive an email containing your temporary password.
   iii. Navigate back to login screen and enter the temporary password as well as your new password. Re-type the new password to confirm, and Save.
   iv. Confirm and update your contact information at initial log-on. Required fields are: First Name, Last Name, Address, City, State, Phone, and Primary Email. Any subsequent log-in will require only the username and current password.

B. NAVIGATING eCONSULT

Inbox	When a Specialist Reviewer responds to a PCP's eConsult, the message will appear in the Inbox
My eConsults	Link to view current eConsults and search for eConsults
Overdue for Response	Displays a reminder for messages that the Specialist Reviewer has not responded to within 48 hours after the message was sent
My Resources	Link to setup/upload "My Templates", "My Links", and "My Documents"
Support	Link to support ticket screen
Edit My Profile	Link to update user contact information and password

C. SUBMITTING AN eConsult
   i. Select Network
   ii. When selecting a patient for eConsult, the date of birth is required in addition to 1 additional criterion (any of the remaining criteria will suffice) otherwise you can add the patient by clicking on the "Add a New Patient" link in red.

iii. Returned Results. Once the results are returned you can select the correct member to start the eConsult. If you need additional detail you can click on the magnifying glass icon to display additional information. Once you have found your patient, click the right arrow "select" button.

iv. Adding a Patient. If you are unable to find your patient, you can add a patient by selecting a network and click on the "Add a new patient" button.

v. Update Patient Contact Information. You will have the option to update the member's mobile phone and e-mail address so their future requests have their updated contact information. Click Next when finished.

vi. Fill Out the Consult Detail Screen. On CPT/ICD-9 codes: The codes that have a "Direct" text at the end of each code notes a Direct Request that will not require an eConsult dialogue. Selecting any of these requests will result in the system skipping the "My Clinical Question" tab and goes straight to the "Attachments/Notes" tab. If a request requires and eConsult dialogue the system will proceed to the "My Clinical Question" tab.

vii. Select Your Specialist Reviewer and Enter Your Clinical Question. The Next Available Specialist option will send the eConsult request to the Specialist Reviewer in your cluster with the lowest consult load and if the Specialist Reviewers are unavailable or at capacity, it will send it to the Specialist Reviewer within your network with the lowest consult load.

viii. Upload Documents or Fax to Scan.

1. Uploading Documents: You will need to select a document type and browse to locate the file on your PC to upload documents to the eConsult. Click the Upload button to upload the document to the system.
2. Fax to Scan: The Fax to Scan option will allow users who do not have a scanner to upload documents to the eConsultLA platform using a normal fax machine.
    a. Step 1 – When attaching documents to an eConsult, first click on the Print Fax Coversheet button or the link next to the icon.
        i. You MUST use the cover page when faxing in documentation for the eConsult. If you use any other cover page or no cover page at all, the attachments will not be included with the eConsult.
        ii. *Note: If your browser currently blocks pop ups you will need to allow the eConsultLA platform to allow for pop ups from the site. If the site initially blocks your attempts you can click the link again after you've permitted pop ups for the eConsultLA platform.
    b. Step 2 – Select your printer and print the coversheet from the pop up window.
    c. Step 3 – Attach any paper documentation behind the fax coversheet and fax to the number listed on the coversheet. The coversheet MUST be the first page for it to scan properly and attach to the eConsult.
    d. Step 4 – Once the fax has been attached to the eConsult you will see it listed in the "Documents" section with a document name of "Inbound Fax". The file name will provide information regarding when the file was sent.

        *Note: The amount of time it takes for an attachment to be processed will vary on the size of the attachment and the current load of the system. If you do not see your attachment after a few minutes check your fax machine to make sure it was successfully sent. If no attachment is shown re-fax until you see it listed in the documents section.

e. Review Summary. Review the eConsult information and click the Submit button.

D. RESPONDING TO A SPECIALIST REVIEWER OR CLOSING AN eConsult

i. When a Specialist Reviewer responds to a PCP, the system will generate an email notification notifying the PCP that there is a new reply to their eConsult. The reply will be displayed in the Inbox. Click the **Reply** button to begin your response to the Specialist Reviewer.

ii. By clicking the reply button, the PCP may begin to respond and/or close the eConsult. Clicking the dismiss button will clear the eConsult from your Inbox allowing you to locate it again in your "My eConsults" section.

iii. Enter your response in the message box and select a close code if applicable. Before sending your message and/or closing the eConsult you will be able to attach additional documents by clicking "add attachment" the link under the message box. Click Close eConsult & Send or Send Message to keep the dialogue open between the PCP and Specialist Reviewer.

E. MY eConsults

i. In the My eConsults screen, users will have a view that is also searchable of the most recent eConsults drafted and submitted by their associated sites.

Segment	Description
My Unsubmitted Drafts	Displays the users drafts (unsubmitted requests)
Staff Drafts	Displays drafts initiated by staff on the PCP's behalf
New Pending	Direct Requests submitted
In Dialogue	eConsults that have been submitted and in dialogue
eConsults Processed (last 60 days)	eConsults that have been closed by the Specialist Reviewer as "Refer Face to Face" that have been scheduled

ii. Status Descriptions:

Status	Description
Initiated	In draft mode and hasn't been submitted yet
Consult	Currently in progress. eConsult has been submitted and a dialogue is going back and forth with the PCP/SR.
Pending	Approved for Face-to-Face and pending CRU or MPM review
In Progress	The CRU users will set this status once they have begun working on it
On Hold	CRU is waiting for patient's response to verify their appointment
Scheduled	eConsult has been scheduled
Closed	eConsult has been closed
Canceled	Canceled by the CRU

F. SEARCH eConsults

i. Users will have the ability to search for eConsults that have been submitted by their associated sites.

ii. You may can sort columns by clicking on the header text for each column.

iii. Clicking on the icon will open a pop up window displaying the details of that eConsult.

G. MY RESOURCES

Users will be able to create their templates, links, and upload documents to be used throughout the site.

H. CREATING A NEW TEMPLATE

i. To create a new template, click Create A New Template located on the "My Templates" tab. After you completed all necessary fields, click Save

ii. You will now see a list of all templates created under that specific tab and will have the option to edit and delete each template.

I. CREATING A NEW LINK

To create a new link, select the "My Links" tab and select Create a Link. Once you complete all necessary fields, click Save.

J. UPLOADING A NEW DOCUMENT

To upload a new document, select the "My Documents" tab and select Upload A New Document. Once you complete all necessary fields, click Save.

K. PATIENT RECORD DOCUMENTATION

i. eConsult activities are considered part of the DHS Medical Record, including attachments. All patient information found on eConsult should be included or documented in the patient's DHS Medical Record as described below.

ii. The Provider who is submitting an eConsult, or the Specialist who is seeing an eConsult referred patient, will perform one or more of the following:

iii. Record in the progress notes that an eConsult has taken place at the time of eConsult submission or at the point of the specialty clinic visit.
iv. Print a copy of the eConsult dialogue and other relevant information from the eConsult portal and place it within the section of the chart designated for consult reports. If this is performed only at the conclusion of the eConsult dialogue, option "a" above should also be employed.
v. Print a copy of the eConsult dialogue and other relevant information from the eConsult portal and scan it into an electronic chart. In this case the paper printout would be disposed of in a HIPAA compliant manner. If this is performed only at the conclusion of the eConsult dialogue, option "a" above should also be employed.