eConsult Quick Reference Guide for Physicians

Summit Healthcare
REGIONAL MEDICAL CENTER

What is an eConsult?

An eConsult is an electronic method for a Mayo Clinic specialist to answer a physician's focused question about diagnosis, therapy or management through a review of the patient's electronic medical record, imaging studies and laboratory tests.

Before requesting an eConsult:

Consult AskMayoExpert (AME) for information on your question before placing an eConsult request. Also, consider whether a local expert can provide this information.

What makes a successful eConsult?

Mayo Clinic consultants strive to provide prompt responses to eConsults that effectively answer a physician's question. Guidelines have been established for you to use when requesting an eConsult and forwarding medical information. Please limit medical record information to documents and time frames relevant to the question being asked. Mayo Clinic consultants will be able to more quickly review the relevant medical information and respond to the eConsult question.

What is required for an eConsult?

Step 1: Address your questions with local experts first.

Step 2: Identify the specialty area of the eConsult request.

Step 3: Define the primary reason for the eConsult:
- Is the current assessment and/or approach correct?
- What other/ongoing diagnostics should be considered?
- Should other treatment/management options be considered?
- Should the patient be seen at Mayo Clinic?
- Is the patient a candidate for a research study?
- Other, please indicate.

Step 4: Create a 1-Page Clinical Summary (first page of the eConsult submission)
This does not need to be a new clinical summary. The summary can be the most recent clinical note in your EMR, as long as the following components are included.
- Primary reason for request
- Specific question being asked
    - ✓ The question must be specific to your patient's medical diagnosis.
    - ✓ The question must be obvious and succinct.
- General supporting patient information (age, sex, medication list, vital signs)
- Summary of medical problem
    - ✓ Chief complaint
    - ✓ Chronological history of present illness
        - History (relevant information from initial and past clinical notes)
        - Primary/differential diagnosis
        - Details of prior testing
        - History of prior treatments
    - ✓ Impressions and plan

Step 5: Provide Additional supporting information to accompany the 1-page Clinical Summary
- Clinical notes in chronological order, current to oldest
- Reports
- Labs - send labs dated within the most recent six months only. No labs older than six months.
- Imaging
- Pathology
    - *See the eConsult Guidelines.
    - ** Please send high-quality images and reports only.

Step 6: Limit the eConsult submission to relevant reports and images.

Step 7: Please check all documents for visual quality.
Fuzzy or unreadable documents will not be viewed by Mayo Clinic.

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Other Frequently Asked Questions regarding eConsults:

Q: Can I send images or records from another facility when submitting an eConsult?

A: Summit Healthcare is responsible for ensuring a release of information is on file between Summit and the outside entity. The eConsult coordinator will obtain and save the images and/or records from the outside entity. Once received and reviewed for clarity, the eConsult coordinator will attach the images.

Q: What do I do if I have submitted the eConsult request, but forgot "X"?

A: Contact the eHealth Coordinator/Qality Review RN by phone at 928.537.6933 or by email at mccn. inquiries@summithealthcare.net

Q: Can I send two questions with my eConsult?

A: eConsults are limited to one question per eConsult request, unless the second question is a follow-up sub-specialty question to the original question. To request two questions for one patient, submit two eConsults.

Q.   How do I request a "rush" eConsult for either inpatient or outpatient requests?

A.   eConsults are not designed to provide **immediate** feedback for inpatient care. If there is an immediate need to discuss the patient's care with a Mayo Clinic physician, send an e-mail to MCCNSupport@mayo. edu or contact 855-515-1308 or 507-284-9489 to discuss options. However, if the patient has a long-term hospital stay, an eConsult for a hospitalized patient is acceptable. Reminder: Reminder: There is a seven to nine (7-9) business day turnaround time starting after Mayo Clinic receives the necessary reports and images.

Q.   Can a physician with individualized access submit their own eConsults rather than have their referral coordinator submit the eConsults?

A.   All Summit Healthcare eConsults will need to be submitted through the eConsult coordinator to ensure the submission is complete.

Tips:
1.   Follow the eConsult Specialty Guidelines when selecting outside materials to send with the eConsult request.
2.   Ensure all images, reports are high quality and easily readable. Scanned and rescanned reports are difficult to read.
3.   Send pertinent lab results available within the last six months. If the labs are older than six months, no need to send.
4.   Submit images dated within the last year only.