

eConsult Quick Reference Guide

What is an eConsult?

An eConsult is a non-emergent, electronic consultation between a Summit Healthcare specialist and a Mayo Clinic specialist. The request is uploaded to Mayo through a confidential portal along with pertinent medical records. It is then scheduled into a Mayo Clinic specialist's calendar for the specialist's review and response. eConsults are not for pathology or radiology overreads, not for referrals, not ideal for primary care to specialist consults, not ideal for inpatient consults, and are not billable. Please remember that eConsults are for use only by Summit Healthcare physicians who have signed a Conditions for Participation and for Summit Healthcare patients only.

If you have not yet received a Conditions for Participation, please contact Quality Improvement Department at 928.537.6933 or via email at mccnquiries@summithealthcare.net.

What makes a successful eConsult?

Mayo Clinic strives to provide prompt responses to eConsults that effectively answer your question. Guidelines have been established for you to use when requesting an eConsult and forwarding medical information. Please work with your assigned clinical integration specialist to limit medical record information to documents and timeframes pertinent to the question being asked. Mayo Clinic will then be able to quickly review the relevant medical information and respond to the eConsult question.

How do I access an eConsult submission form?

If on campus, Summit Healthcare specialists can request an eConsult through our Mayo Clinic Care Network intranet page. Summit Healthcare physicians who are users on the network can submit an eConsult request in their office. In the ambulatory setting, all Summit Healthcare specialists can request an eConsult through the web submission form at www.SummitHealthcare.net/mayo/PhysicianResources

Before requesting an eConsult:

Please consult "AskMayoExpert" (AME) first regarding the question you are considering for an eConsult request as the information in AME may be helpful.



The following steps must be taken prior to submitting an eConsult request:

STEP 1 Inform patient of eConsult request.

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 one-page Clinical Summary.

Your assigned clinical integration specialist in the eHealth Coordinator (Quality Review RN) will help compile the supporting information.

- ▶ Clinical Notes in chronological order, current to oldest
- ▶ Reports
- ▶ Imaging
- ▶ Pathology
- ▶ Labs - Send labs dated within the most recent six months only. No labs > six months.
 - * Please send high-quality images and reports only.

STEP 6 Include relevant reports (limit to 25 pages) and images pertaining to the specific questions being asked.

Expected turnaround time.

Summit Healthcare physicians should expect a formal written response from a Mayo Clinic specialist in seven to nine (7-9) business days after submitting an eConsult request.

When and where can I view eConsult results?

Your clinical integration specialist will notify you, via your preferred method of contact that the eConsult results are available for your review. The eConsult results will be automatically uploaded to Paragon and Athena EMRs. Please remember that Summit Healthcare physicians retain full authority for any patient subject to an eConsult.

Other Frequently Asked Questions regarding eConsults:

Q: *What do I do if I have submitted the eConsult request, but forgot to add an attachment or want to send additional information?*

A: Contact your clinical integration specialist in the Quality Improvement Department. Your clinical integration specialist can send additional information.

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 different specialties 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. However, if the patient is in a long-term hospital stay, an eConsult for a hospitalized patient is acceptable. Reminder: There is a seven to nine (7-9) business day turnaround time starting when the Summit Healthcare physician submits the eConsult request. If there is an immediate need to discuss the patient's care with a Mayo Clinic physician, please contact your eHealth Coordinator (Quality Review RN).

Need more information?

E-mail mccnquiries@summithealthcare.net. Your e-mail will be routed to the correct internal resource at Summit Healthcare to answer your question. You can also contact the eHealth Coordinator (Quality Review RN) at 928.537.6933.