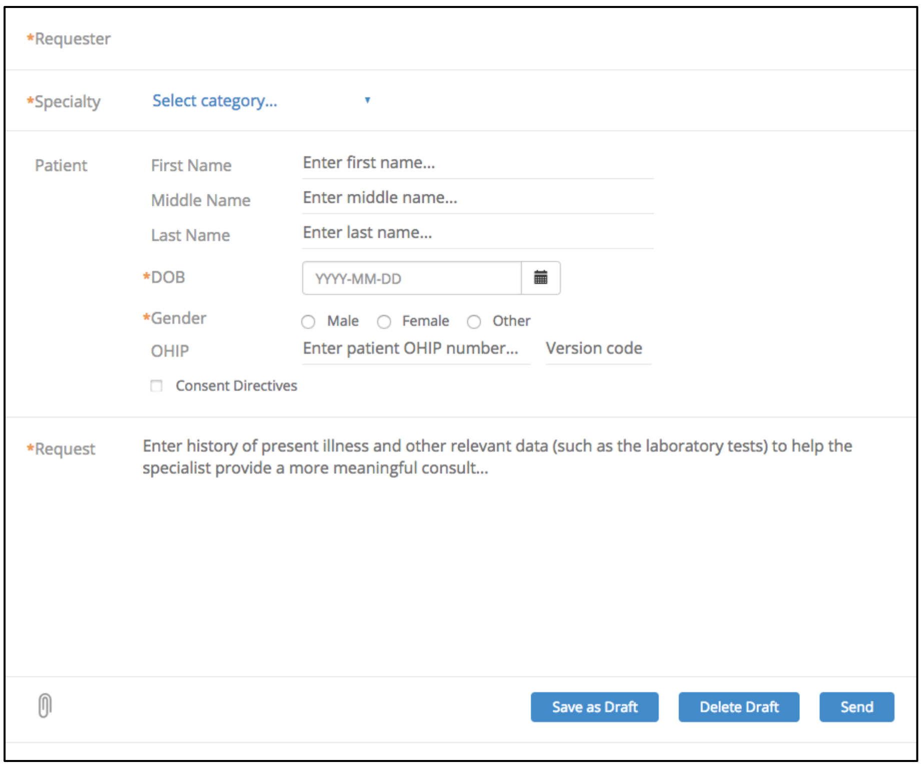
How eConsults are conducted: A step-by-step guide

STEP 1: A primary care provider (PCP) has a question about a patient and needs the advice of a specialist.

STEP 2: The PCP logs into the eConsult platform and enters the following information:

- Date of the request
- Question
- Type of specialist to review the question
- Basic demographic patient information



The PCP can also attach relevant patient documents, such as lab results, imaging, etc.

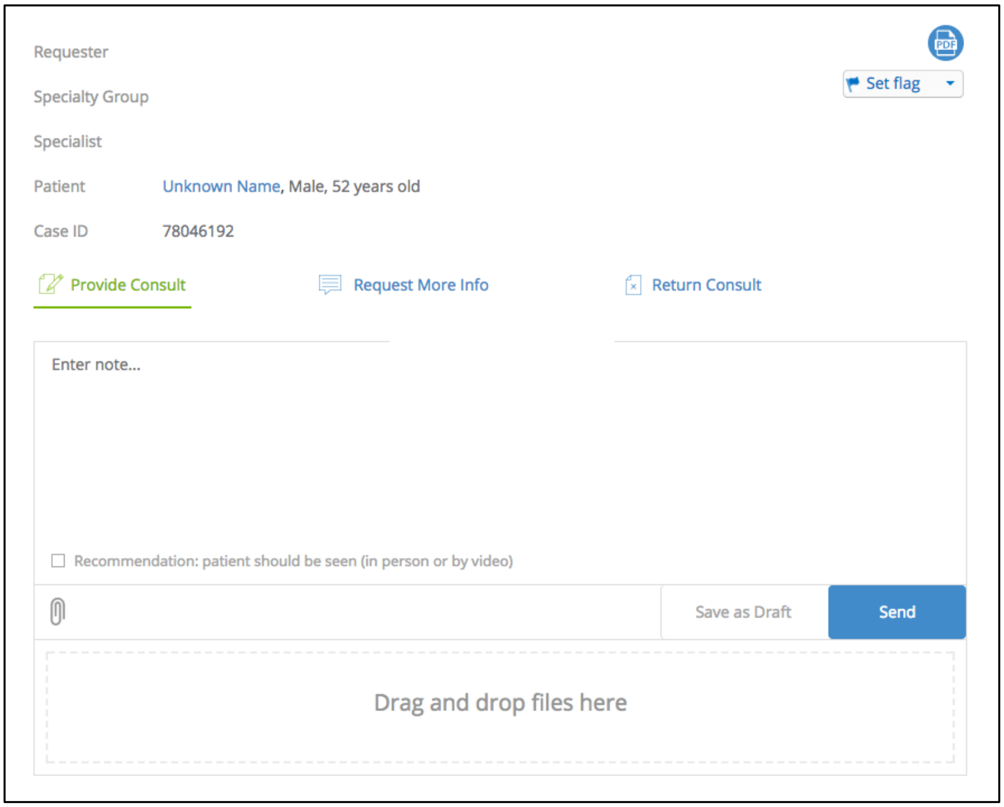
STEP 3: The PCP sends the in formation to the Case Navigator.

STEP 4: The Case Navigator directs the eConsult to the appropriate specialist.

STEP 5: The specialist receives an email notification that an eConsult is waiting for them.

STEP 6: The specialist logs into the eConsult platform to read the question. The specialist then has the option to:

- Provide a recommendation;
- Ask the PCP for more information before making a recommendation;
- Decline to provide a recommendation and suggest the PCP direct their question to a different specialist;



STEP 7: The specialist sends a response directly to the PCP.

STEP 8: The PCP reviews the response from the specialist. If the PCP accepts the specialist's recommendation, the eConsult is closed and the information is added to the patient's medical record. If the PCP has more questions for the specialist, he/she will communicate directly with the specialist to answer those questions, then decide on a course of treatment for the patient (at which time the eConsult will close).