eConsult Workflow

**Orders eConsult**

- PCP reviews eConsult note in CC Chart InBasket folder

**Inbasket message in Orders Folder**

- Specialist Physician
  - Create eConsult encounter for patient
  - Provide eConsult and enters a progress note
  - In follow up section send a CC chart back to the ordering and authorizing provider

**Charge Capture** (if appropriate) & Close eConsult encounter

**Reply and say “Thanks” to the Specialist. Done IB message.**

**Forward IB message to PCP Auth staff (LWFM Auth, SRFM Auth, GEN FM Auth, LWIM Auth, UIM Auth, or SOR IM Auth)**

- **Reply to PCP indicating that 1 & 2 are done.**

**Need to convert eConsult to Standard Consult based on specialist’s recommendation?**

- **Yes**
  - Forward IB message to PCP Auth staff

- **No**
  - **PCP reviews eConsult note in CC Chart InBasket folder**

**1. Add flag of eConsult to Standard consult to referral**

**2. Contact patient to let them know to call specialty service for appointment**

**PCP Auth Staff**

- **Reply to PCP indicating that 1 & 2 are done.**