eConsult Guidelines- Request/ Response/ Payment

Guideline for PCP- eConsult Requests

eConsults Are:

• Focused questions that a specialist can reasonably answer without assuming knowledge of the patient’s entire medical history
• Answered solely by the information available in Epic
• Answerable within 3 business days, without an in-person visit
• Handled by a single mid to senior level specialist
• Converted to scheduled visits if deemed necessary upon review

eConsults Are Not:

• Logistical questions of a specialty practice (e.g. “where should my patient go to get x service)
• For patients that are established within the specialty practice (i.e. not patients seen in that practice in the past 2 years for the same problem)
• Easily answered by consulting a textbook or clinical guidelines

Guideline for Specialist- eConsult Response

• Re-State the Question
  o Define the parameters to address based on the clinical question
• Explain Rationale
  o Indicate the clinical and or evidence-based reasons for recommendation
• Provide recommendations for ongoing monitoring
  o Collaborate with PCP regarding the care plan

How to Determine Whether an eConsult Receives Payment:

Key Questions:

- **Was the eConsult converted by the eConsultant to a visit due to complexity?** If the eConsult was converted to a visit by the eConsultant, the eConsult does not get paid. If advice was given and the eConsultant said something along the lines of “...but we would be happy to see this patient in formal consultation,” this eConsult is still paid.

- **Was the patient an established patient of that specialty (within 2 years)?** If the eConsult was sent for a patient already established in that specialty, the eConsult does not get paid.

- **Was a routine referral sent prior to or at the same time as the eConsult?** If a routine referral was sent at the same time of the eConsult, the eConsult should be marked as equivocal and discussed with the eConsult Project Team to determine payment.