There are two options to respond to an e-consult.

**Option 1. With the help of a mid-level provider.** If you received a message from the NP or PA that an e-consult encounter has been pended for you to review and close, see page 1 to 4.

**Option 2. Without the help of a mid-level provider.** If you respond to the e-consult without the help of a mid-level provider, see page 5 to 9.

**Option 1: Answering eConsult with the help of a mid-level provider**

1. Log into your normal ambulatory department.
2. Click the Encounter button and type the patient’s MRN and look for the e-consult encounter created by the PA/NP.
3. Review the mid-level provider’s progress note.

4. Write an attestation note. Enter dot phrase “.econsultresponse” to affix your signature.

5. If the e-consult is too complex and needs to be converted to a standard consult use dot phrase created by your division chair “.econsultconvert” to inform the PCP that the patient has to be seen in person.

If the patient is an established patient within your practice and has been seen within the specialty within the past 24 months use dot phrase “.econestablishedpt” to let the PCP know that the patient needs a follow up consultation in the office.
6. Enter a diagnosis in the Visit Diagnoses.

7. Go to “Send Chart” section to route the encounter back to the physician(s). Please send the response to the provider(s) listed in the E-consult message.
8. Select Charge Capture code if you were able to answer the eConsult. In the field for 'Referring provider', enter the name of the Attending Physician who requested the eConsult.

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Option 2: Answering eConsult *without* the help of a mid-level provider

1. Log into your normal *ambulatory* department.
2. eConsult will display in the E-Consult folder of In Basket (IB). View the message.

3. Create new e-Consult encounter. Select the patient and then click “E-Consult.”
4. From the E-Consult visit navigator, review PCP’s question. Expand the PCP’s message by clicking the drop-down icon.

5. Open Progress note section and click the “Pin note to sidebar” icon.
Viewing the note in the sidebar will allow you to write your progress note and view the PCP message at the same time.

6. Enter dot phrase of "econsultresponse"
7. If the e-consult is too complex and needs to be converted to a standard consult use dot phrase created by your division chair “.econsultconvert” to inform the PCP that the patient has to be seen in person.

If the patient is an established patient within your practice and has been seen within the specialty within the past 24 months use dot phrase “.econestablishedpt” to let the PCP know that the patient needs a follow up consultation in the office.

8. Enter a diagnoses in the Visit Diagnoses.

9. Go to “Send Chart” section to route the encounter back to the primary care physician(s) who requested the e-consult.
10. Select Charge Capture code if you were able to answer the eConsult. In the field for 'Referring provider', enter the name of the Attending Physician who requested the eConsult.

11. Close the Encounter. The system will take you back to In Basket. The message will automatically drop off your list after a few seconds.