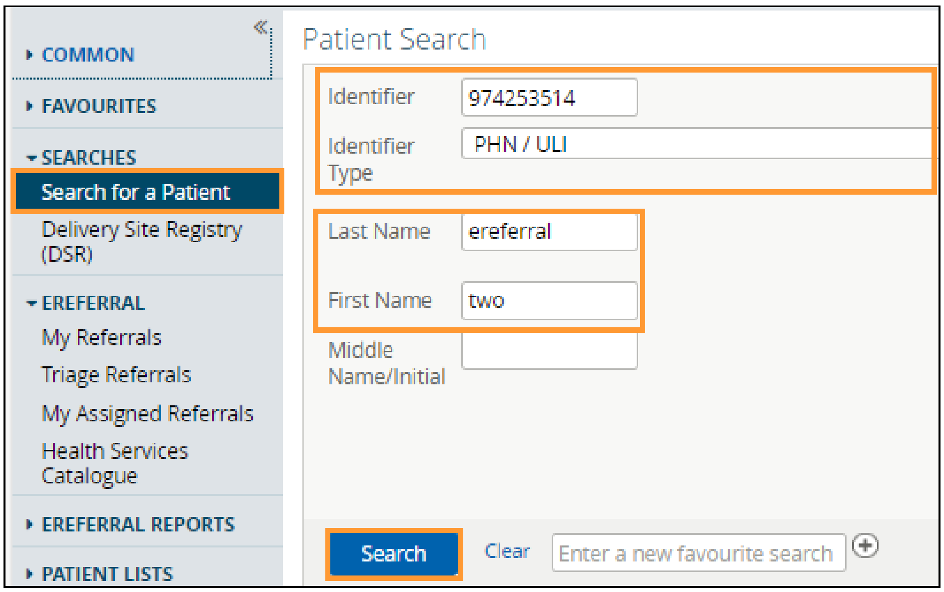
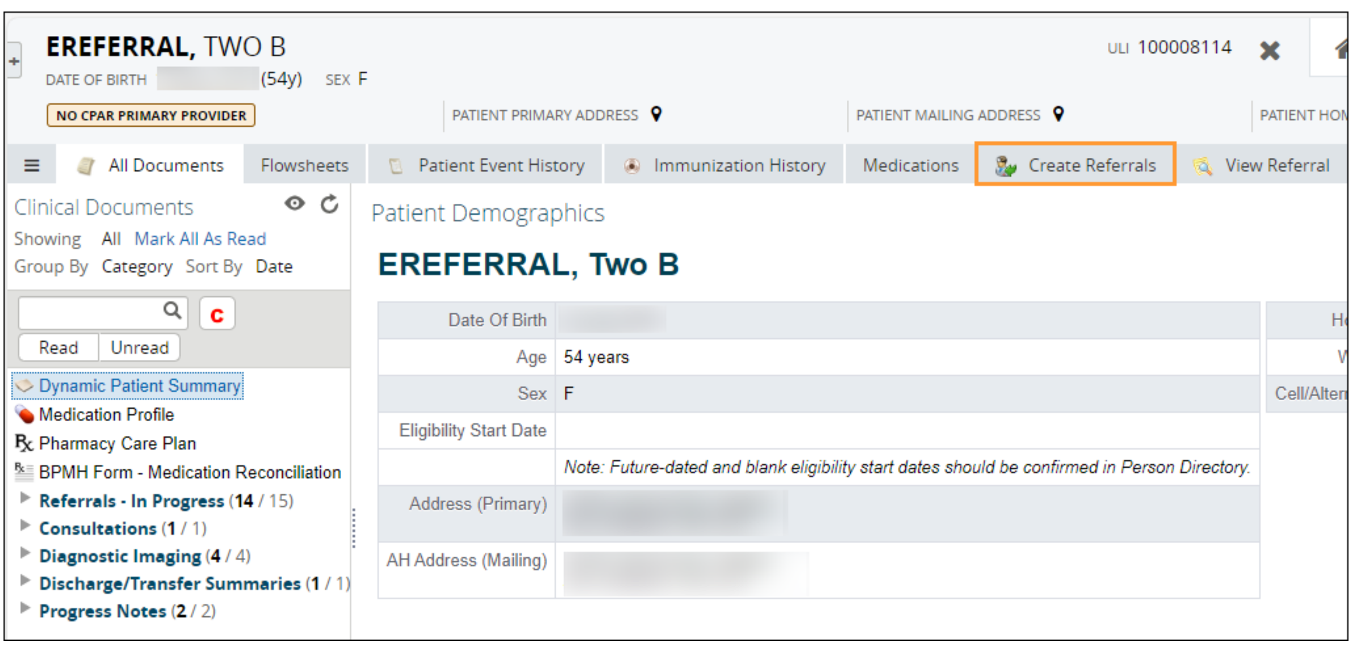
Create an eConsult

An eConsult (previously called an Advice Request) can be used when clinicians seek specialty advice for a non-urgent question or when they are unsure if a referral would be appropriate. An eConsult is often all you may need to manage your patient in their medical home. Before you submit a request, your Referring/Referring on Behalf of information must be completed in your My Details.

1. From the ***Clinical Portal Menu***, go to ***Searches***. You can search for your patient using their first and last name, their Personal Health Number (PHN), or their Unique Lifetime Identifier (ULI). Press ***Search*** to bring up a list.



2. Click the patient from the populated list to open the patient's Electronic Health Record (EHR).
3. Click ***Create Referrals*** from the ***Context Menu***.



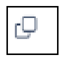
4 Enter a reason in the ***Referral Reason*** field. You can start typing the reason to see what selections are available.

5 Select ***eConsult*** as the ***Request Type***.

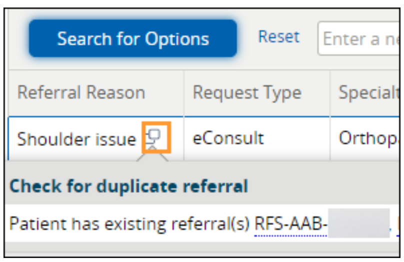
6 Enter the ***Specialty***. You can start typing the name of the specialty to see a list.

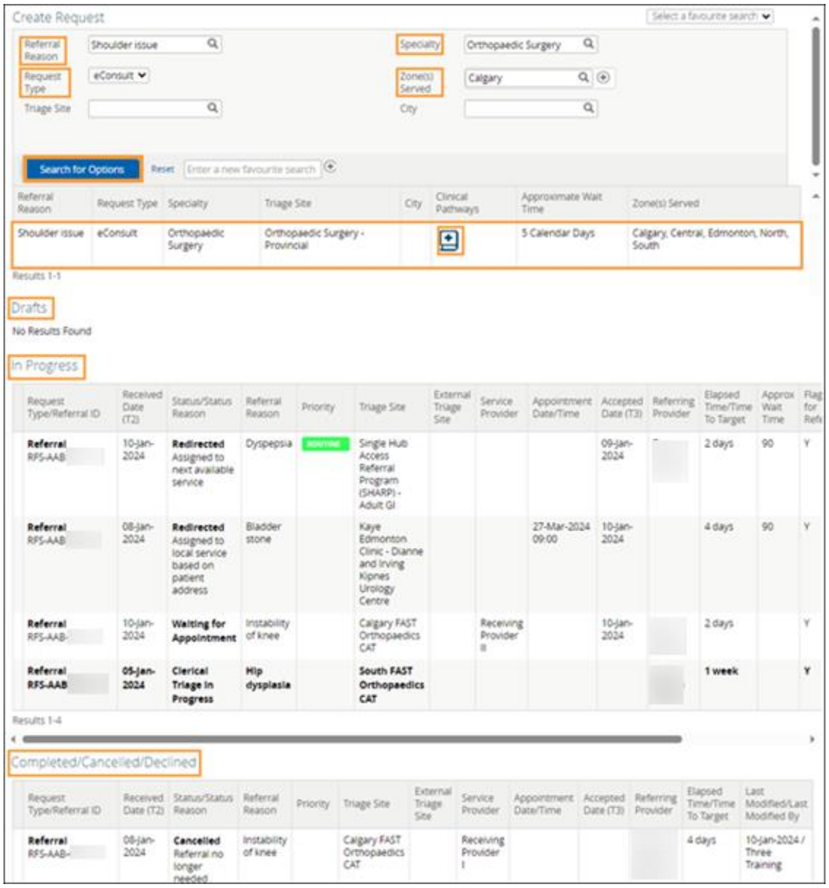
7 Enter the ***Zone(s) Served***. This is the Zone(s) that the specialty provides services to. Some specialties offer services to multiple Zones.

8 Enter the ***City*** if necessary.

9 Click ***Search for Options*** to see a list matching your ***Referral Reason*** criteria. If the eConsult is a duplicate the ***Check for duplicate referral(s)*** icon  is shown. If you are unsure of the Referral Reason you can also search by Specialty.

10 Hover over the symbol to see the duplicate eConsult. A list of ***Drafts***, ***In Progress*** and ***Completed/Cancelled/Declined*** eConsults and Referrals are also shown. Check for duplicate Referrals here as well to ensure that a duplicate eConsult doesn't exist in another Zone.



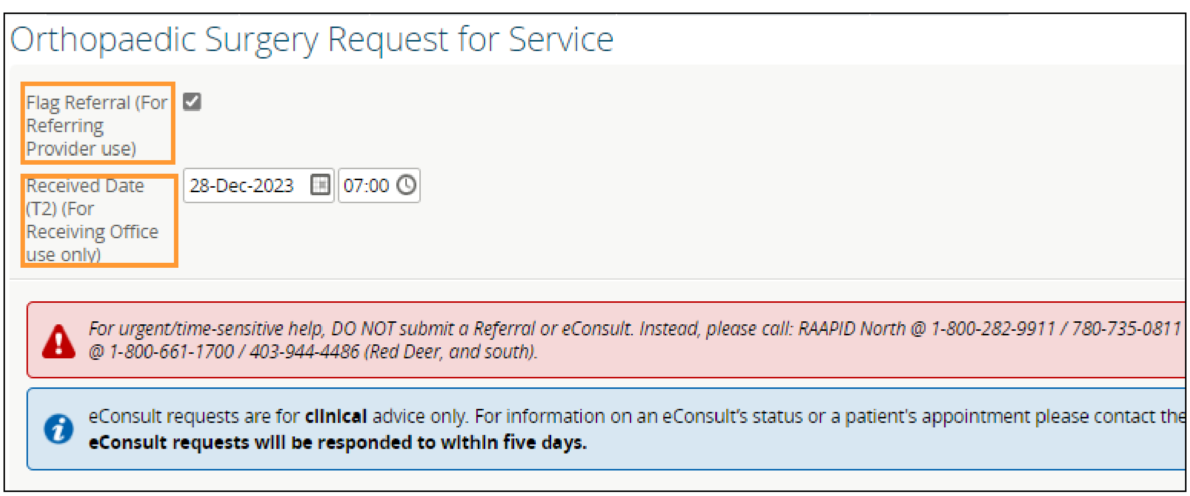


11 Click the ***Clinical Pathway*** icon to view detailed information to help support care decisions. If no ***Clinical Pathway*** icon is showing, it indicates a pathway is not available at this time.

12 Click the appropriate ***Referral Reason***. Ensure that the ***Request Type*** field indicates ***eConsult***.

13 Select ***Flag Referral (For Referring Provider use)*** if you want to be notified of the eConsult.

14 Select the ***Received Date (T2) (For Receiving Office use only).*** If you are a not receiving office, leave this blank. It will default to the current date and time. All fields marked with a red asterisk (*) are mandatory and must be completed to submit an eConsult.



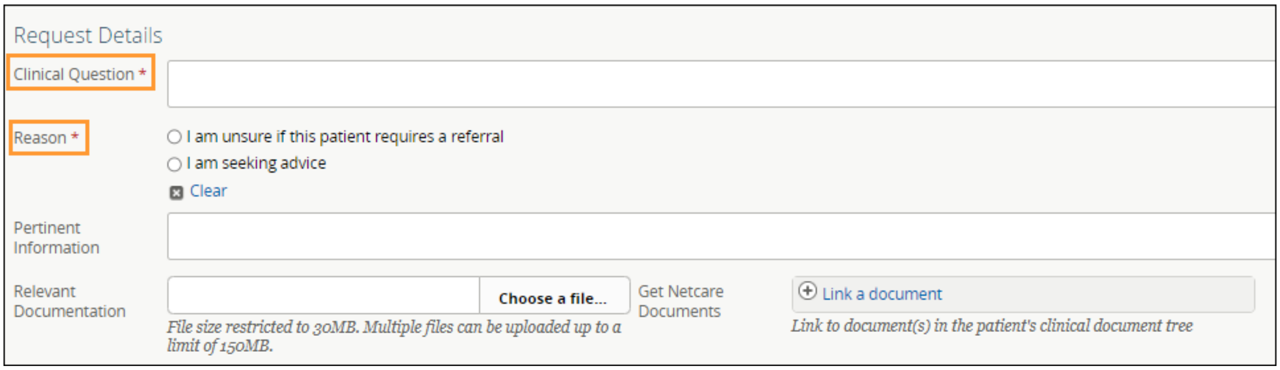
15 Enter your ***Clinical Question***.

16 Select the ***Reason***.

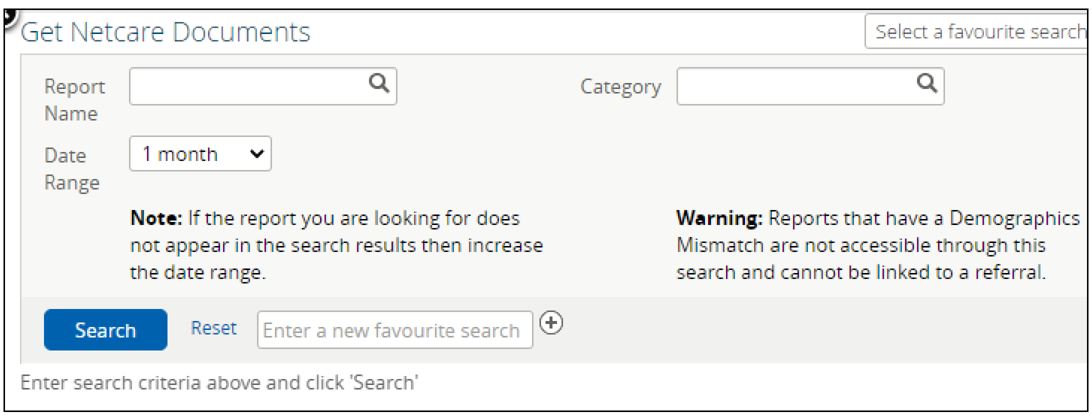
17 Enter any ***Pertinent Information*** that may help the specialist answer your clinical question.

18 Attach any ***Relevant Documentation*** if applicable (e.g., diagnostic imaging/labs) or link documents that are already available in Alberta Netcare in the ***Clinical Document Viewer (CDV) Tree***.

NOTE:	Note: To learn more about adding an external document to eReferral from your computer or EMR, visit the Helpful Resources page.

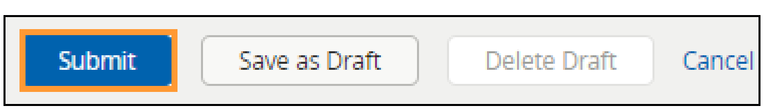


- To include a document from your computer, select ***Choose a file*** for external attachments. This will allow you to search on your computer. Single files no larger than 30MB can be attached, and multiple files not exceeding 150MB in total can be added.
- To include a document available in Alberta Netcare, select ***Link a document.*** A pop-up will open that will allow you to search for the document you want to attach. You can search by ***Report Name*** or ***Category*** and dictate the date range to search within.



19 Confirm that the ***Referring Provider Information*** section is complete with the referring provider's name. The clinic's details will auto-populate from ***My Details*** (if added) and can be changed if needed.

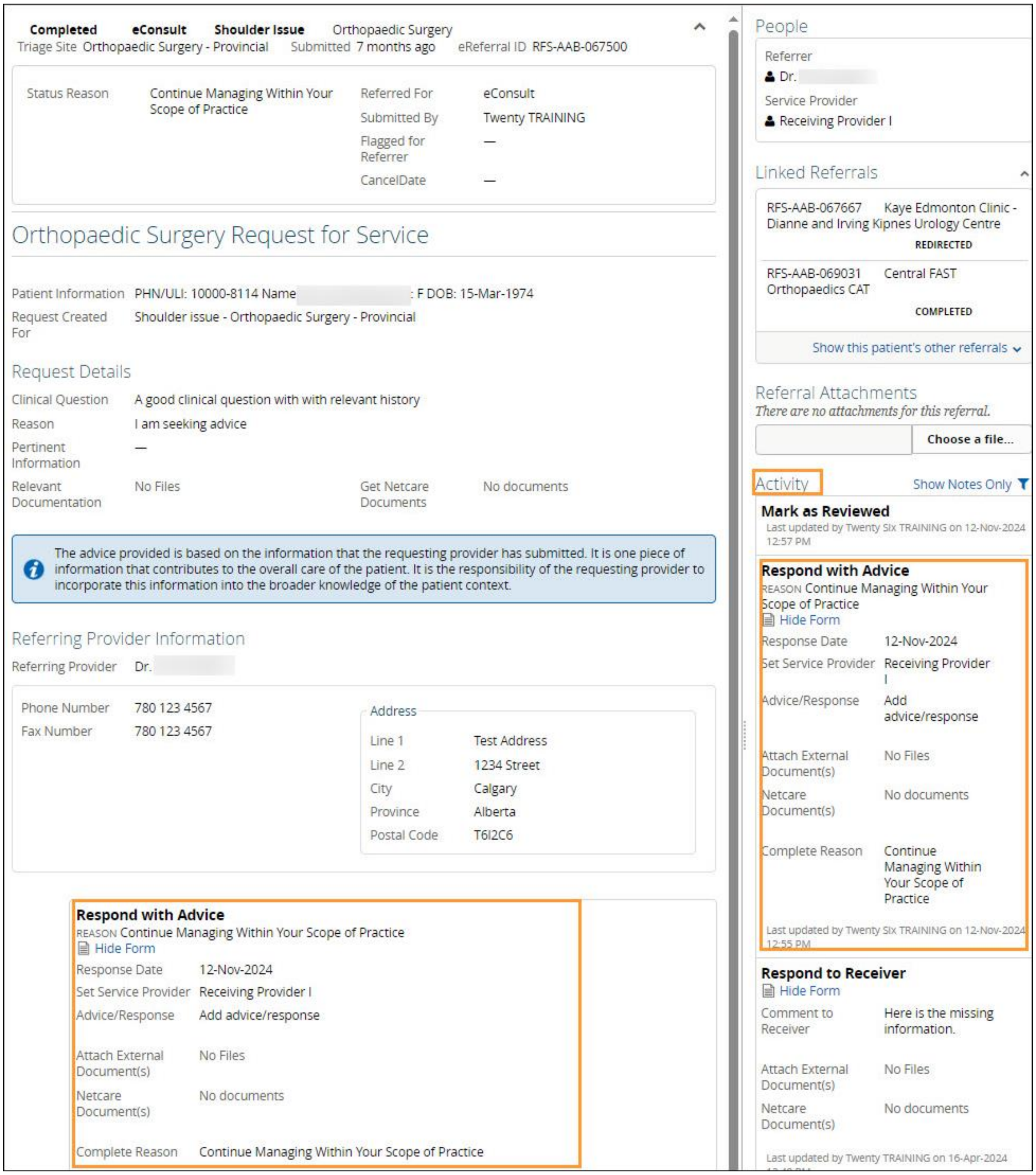
20 Scroll to the bottom of the page and click ***Submit*** to send the eConsult. Select ***Save as Draft*** if the eConsult is incomplete or you want to return to it later. Press ***Cancel*** if you want to stop completing the eConsult.



Review a Response from the Specialty

When the specialty responds to an eConsult, you can open it in the ***My Referrals*** dashboard.

1. From the ***Clinical Portal Menu***, go to ***My Referrals***. Click on the ***Completed*** worklist and filter on ***eConsult*** as the ***Request Type***.
2. To view the response, navigate to the ***Activity*** section on the ***Right Panel*** of the eConsult. The response can also be viewed at the bottom of the eConsult. The arrow located on the ***Summary Bar*** can be used to expand/collapse the referral header to see more details.

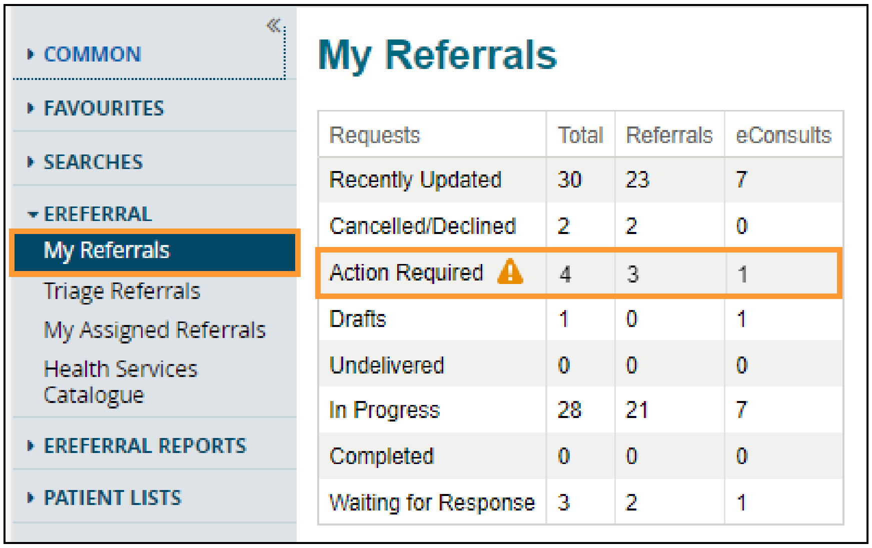


3. Review the response provided and any attachments.

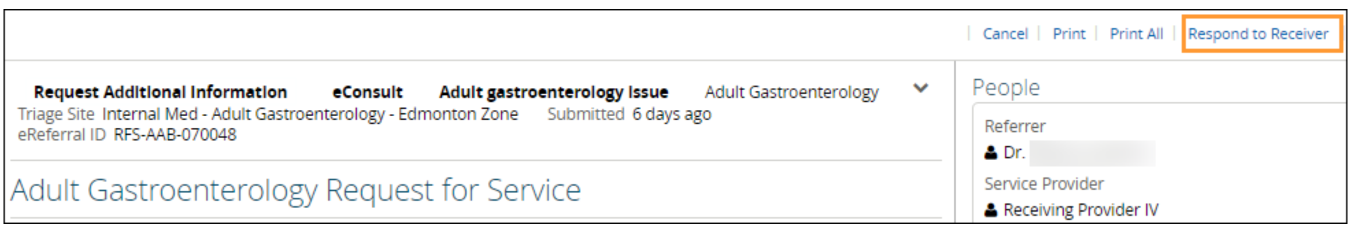
Respond to a Request for Additional Information/Action Required

A triage centre or receiving provider may require additional information from you (the referring provider) before they can complete the eConsult. Follow these instructions to add more information:

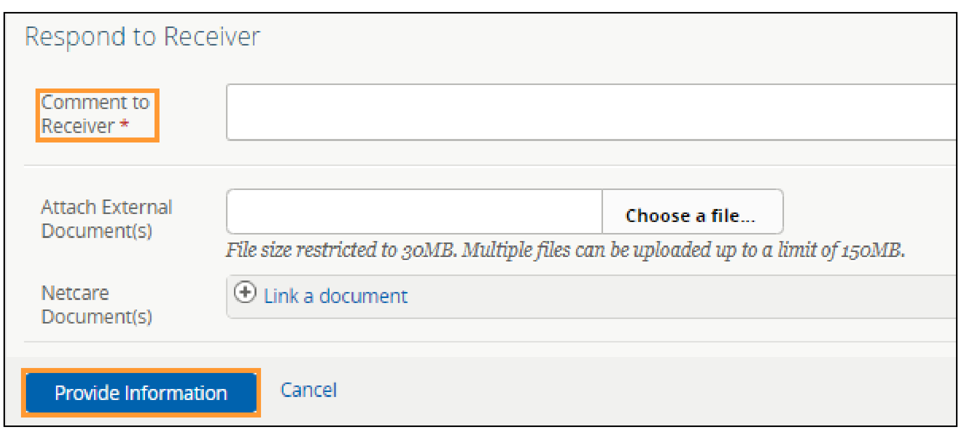
1. From the ***Clinical Portal Menu***, go to ***My Referrals*** and open the ***Action Required*** worklist.



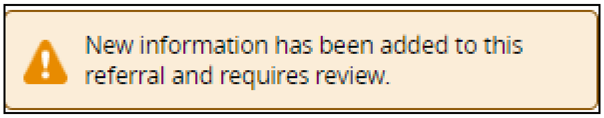
2. Select ***eConsult*** for ***Request Type*** and press ***Search***.
3. Review the ***Activity*** section located on the ***Right Panel*** of the eConsult and read the question/request from the specialist.
4. Click ***Respond to Receiver*** from the ***Workflow Bar*** when you are ready to respond.



5. Type your response/additional information into the ***Comment to Receiver*** box, add any attachments and click ***Provide Information***.

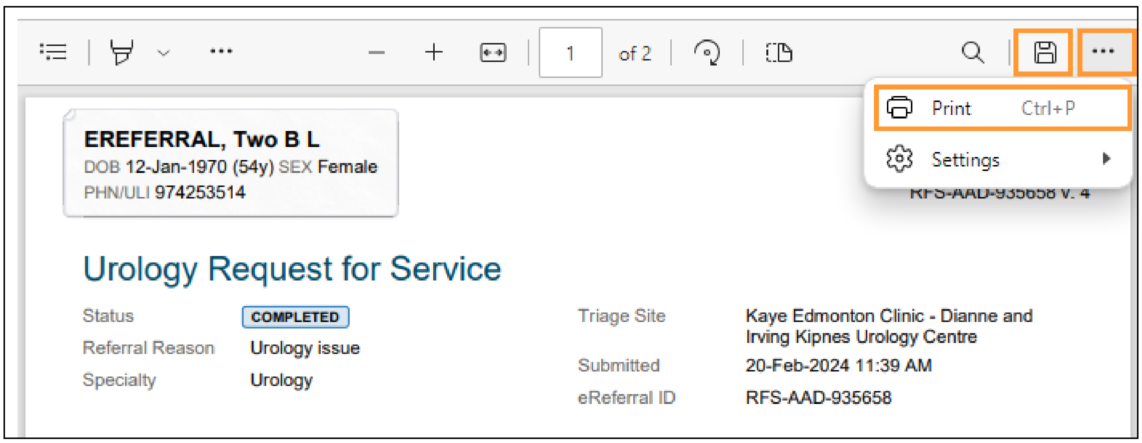


- The eConsult will then be removed from your ***Action Required*** worklist within the ***My Referrals*** dashboard.
- For the receiving provider, a panel is displayed at the top of the ***Right Panel*** with a note identifying that new information has been added to the eConsult.



Print/Save a Copy of an eConsult

1 Locate the eConsult on the ***My Referrals*** dashboard or ***Triage*** dashboard and open it. Click ***Print*** or ***Print All***. You can also save the PDF file.



Print All: Generates a print-out of the following sections in the following order:

- eConsult Contents – The entire eConsult form will print except for free text fields that are blank.
- Support Documents – This section lists the titles of all the attached documents. This includes external documents attached in the ***Right Panel*** or within the eConsult. It does not include linked Alberta Netcare documents.
- ***Notes*** and ***Activity*** – All the notes (General, Clinical or Clerical) and activity that appear in the ***Right Panel***.
- ***Referral Attachments*** – This section displays copies of all the attached documents. This includes external documents attached in the ***Right Panel*** or the eConsult. It does not include linked Alberta Netcare documents.

Print: Generates a print-out of the following sections in the following order:

- eConsult Contents – See above.
- Support Documents – See above.
- ***Notes*** – All the notes (General, Clinical or Clerical) that appear in the ***Right Panel***.