

eConsult Webinar

June 6, 2013

Speakers

Dr. Jennifer Tuteur, Medical Director
Olga Oliberos, eConsult Coordinator

Objectives

- Benefits of eConsult
- User Guide
- Managing your eConsults
- eConsult and Communication with your patients

Benefits of eConsult

To date:

- Specialists responded to 2,504 consultation requests from PCPs
- 2,181 eConsults have been closed.
- Decreased the wait time for specialty consultation by 84% (as of December 2012)
- About half of eConsults are closed as needing an in-person visit with the Specialist

Currently, we have the following 9 specialties available for eConsult:

- Cardiology Dr. Kafri
- Endocrinology Dr. Argoud
- Hepatology UCSD – Dr. Mendler & Dr. Gish
- Neurology Dr. Mohammad
- Neurosurgery Dr. Tantuwaya & Dr. Hardy
- Orthopedics Dr. Bentley, Dr. Smith, Dr. Nguyen, & Dr. Rudolph
- Pain Management Dr. Wilson & UCSD – Dr. Polston, & Dr. Beal
- Podiatry Dr. Dinnel
- Psychiatry Dr. Chenvin/Bella Montgomery RNP

eConsult PCP & Referral Specialist User Guide

- Glossary of Terms
- Website address: <https://www.sdcstars.com>
- New users: Logging in and changing your Password
- System Layout
- Submitting an eConsult
- Replying to an eConsult
- When an eConsult is Closed
- Managing eConsults
- Links
- Communicating with your patient
- Contacts

Glossary of terms

- Specialist Reviewer- Specialist who is accepting the eConsult and responding (ie, Endocrinology, Hepatology)
- Referral Specialist- Referral clerk or staff at the PCP or Specialist office

How to access eConsult

Via eTAR website:

<https://www.sdcmstars.com>

For first time eConsult users: Logging in and changing your password

1. Go to the website: <https://www.sdcstars.com>
2. Enter your user name and temporary password that you received via email

When you log in for the first time the system will ask you to:

1. Update Your Password

Change Password		
Enter Current Password:	<input type="text"/>	
Enter New Password:	<input type="text"/>	Confirm New Password: <input type="text"/>

2. Update/Confirm your Contact Information (Complete blank fields)

Contact Information			
First Name:	<input type="text" value="test"/>	Last Name:	<input type="text" value="pcp"/>
Address:	<input type="text"/>		
City:	<input type="text"/>	State:	<input type="text" value="CA"/>
Zip Code:	<input type="text"/>		
Phone:	<input type="text"/>	Fax:	<input type="text"/>
Primary Email:	<input type="text" value="test@netchemistry.com"/>	Secondary Email:	<input type="text"/>

System Layout

San Diego County (CMS/LIHP)

My Resources Support Edit My Profile Logout
Welcome > AT Provider (991993)

Inbox New eConsult My eConsults

Welcome > AT Provider

Change My Profile
Change My Password
User Guides and Info
LIHP Website & Formulary

Welcome to the San Diego County eTAR and eConsult System [refresh](#)

Message Inbox 7 record(s) found

Date	From	Patient	
05/16/2012 01:28 PM	AT Specialist	JOHN PUBLIC	reply dismiss close

my response based on the information provided...

- The Inbox shows:
 - Notifications of a recent eTAR or eConsult Status (Approved, Denied, etc)
 - Any items that need your attention
- New eConsults
 - Click here to initiate a new eConsult
- My eConsults
 - View your “Draft” eConsults
 - View the eConsults for your organization
 - Search for eConsults submitted by yourself or your organization

Submitting/Initiating an eConsult

(PCP & Referral Specialists)



Inbox

New eConsult

My eConsults

Select Eligibility For eConsult

Search

First Name: Last Name:

SSN: Birth Date:

1 record(s) found

Member Name	Gender	SSN	DOB	Elig Start	Elig End	Plan Name	Eligible
JOHN PUBLIC	M	123454321	01/01/1961	02/02/2012	12/31/2013	Medicaid Coverage Expansion	Initiate Consult

- Initiating an eConsult & Selecting a Patient:

- Click on "New eConsult"
- Search for the Patient. Only two fields are required.
- Click "Initiate eConsult" (This box will only pop up if the patient you searched for has current LIHP eligibility)

The screenshot shows a web form for initiating an eConsult. At the top, there are four tabs: "Begin" (highlighted with an orange circle), "My Clinical Question", "Medical Info/Attachments", and "Summary". Below the tabs, a blue instruction reads "Please click the 'Next' button to proceed." The form contains several fields: "Specialty:" with a dropdown menu (highlighted with a red box) showing a list of specialties including "CARDIOLOGY-MEDICINE", "ENDOCRINOLOGY", "HEPATOLOGY", "NEUROLOGY", "NEUROSURGERY", "ORTHOPEDIC SURGERY", "PAIN MANAGEMENT", "PODIATRY", and "PSYCHIATRY"; "Health Plan:"; "Organization:" with the value "Primary Test Org"; and "Physician:" (highlighted with an orange circle). At the bottom right, there are two buttons: "Cancel eConsult" (highlighted with a red circle) and "Next" (highlighted with a red circle).

- Selecting a Specialty and the Physician
 - Click on the “Specialty” drop down box and select the specialty for you are submitting the eConsult. **Only specialties currently available for eConsult are listed in the drop down box.**
 - Physicians – Your name will default to the Physician field
 - Referral Specialists – You will have the option to choose the Provider that you are initiating the eConsult for in the Physician field
 - Click “Next” when done

The screenshot shows a web interface for entering a clinical question and diagnosis. At the top, there are four tabs: "Begin", "My Clinical Question" (highlighted with an orange circle), "Medical Info/Attachments", and "Summary". Below the tabs, a message reads: "eConsults are NOT for urgent referrals. Please enter your message to the specialist regarding this patient's condition, a diagnosis and the patient's symptoms." The main content area is titled "Clinical question for specialist:" and contains a dropdown menu set to "- Prefill From Template -". Below this is a large text input field with the placeholder text "Enter clinical question here" in purple. Underneath the text field is a rich text editor toolbar with icons for cut, copy, paste, undo, redo, bold, italic, underline, text color, list, and link. Below the toolbar, a note states: "The Diagnosis field will try to find a coded match after the first three characters you type. You may enter the diagnosis text or the code. Please enter at least one." There are four rows of "Diagnosis(es):" fields, each with a "Description:" input and an "ICD-9 Code:" input. A "Next" button is located at the bottom right of the form, highlighted with a red circle.

- Entering the Clinical Question and Diagnosis Code
 - Enter the clinical question.
 - ❖ What are the next steps in the patient’s work-up? What medications would you recommend? etc.
 - ❖ Not appropriate to state “Please approve visit”
 - Enter the diagnosis code (You must enter at least one ICD-9 code to proceed)
 - If you do not know the exact code you can:
 - Enter the first 3 numbers of the ICD-9 code or
 - Enter the first 3 letters of the ICD-9 description

The system will dynamically look up the ICD-9 code for you

Begin My Clinical Question **Medical Info/Attachments** Summary 993021

Upload any applicable attachments including Laboratory Results, Radiology Image/Report, or Physician Notes. Choose your file for each type below if applicable.

Attachment(s): *No documents have been uploaded*

Upload File From: scan browse Scan Preview:

Document Name:

Click here to install the following ActiveX control: 'DynamicWeb.TWAIN' from 'DynamSoft Corporation'...

Scan

< < < 0 > >

Remove Current Image Remove All Images

Upload

UCSD Medical Record #:

Additional Notes:

Next

This page also includes the field for the UCSD Medical Record Number which is necessary for **all** Pain Management and Hepatology eConsults.

- Attaching Files and Adding Additional Notes
1. Please attach progress notes, relevant labs, and imaging studies
 2. Please follow Medical Specialty Guidelines on http://www.sdcounty.ca.gov/hhsa/programs/ssp/low_income_health_program/
- Attachments can be scanned (scan a paper copy with a scanner) or browsed (attach a file from your PC) The Additional Notes Box will be visible to the Specialist Reviewer.
 - Click the “Upload” button to upload the document to the system.
 - You will see an icon appear next to the “Attachment(s)” box when the document has successfully uploaded.

993062

Begin My Clinical Question Medical Info/Attachments **Summary**

Please review the information you have entered. If you need to make any changes, you may navigate to previous screens by clicking the appropriate tab above. When everything is correct, please click the "Submit" button to complete your submission.

Organization: Primary Test Org Specialty:

Physician: Attachment(s):

Submitted By:

Member: JOHN PUBLIC

UCSD Record #:

Diagnosis:

Health Plan: Medicaid Coverage Expansion

Message:

Additional Notes:

PCP/Staff Note:

Save Draft/Notify Staff

Submit Cancel eConsult

• Review & Submitting

1. Review to make sure everything is correct (you can click on any of the tabs to go back and edit information contained within that tab)
2. If you need your staff to add an attachment, click on Save Draft/Notify Staff to save your eConsult as a draft.
3. Only a MD has access to submit an eConsult. If the eConsult is completed by a mid-level provider, the eConsult draft is saved and must be reviewed and then submitted by the supervising MD.
4. If everything is correct click on "Submit."
5. If you choose to Cancel, you may click on Cancel eConsult.

Note for Referral Specialists/Mid-level Providers and PCP MD

- The Process for initiating an eConsult is similar to that of the previous screens.
- The only difference is when you are on the summary screen.
- Referral Specialists and midlevel providers will only have a “Save as Draft” button
- PCP MD’s will have “Save as Draft”, “Submit” and “Cancel eConsult” buttons

Begin My Clinical Question Medical Info/Attachments **Summary**

Please review the information you have entered. If you need to make any changes, you may navigate to previous screens by clicking the appropriate tab above. When everything is correct, please click the "Submit" button to complete your submission.

Organization: Primary Test Org Specially: Test Specialty
Physician: AT Provider Attachment(s):
Submitted By: AT Org Staff
Member: [\[Link\]](#)
Diagnosis: [\[Link\]](#)
Health Plan: [\[Link\]](#)
Message: test
Additional Notes:

Save As Draft

Referral Specialist View

Begin My Clinical Question Medical Info/Attachments **Summary**

Please review the information you have entered. If you need to make any changes, you may navigate to previous screens by clicking the appropriate tab above. When everything is correct, please click the "Submit" button to complete your submission.

Organization: Primary Test Org Specially: Test Specialty
Physician: Olga Oliberos Attachment(s):
Submitted By: Olga Oliberos
Member: JOHN PUBLIC
UCSD Record #:
Diagnosis: ADHESIONS DRUM HEAD TO STAPES - 305.12
Health Plan: Medicaid Coverage Expansion
Message: Testing
Additional Notes:

PCP/Staff Note:

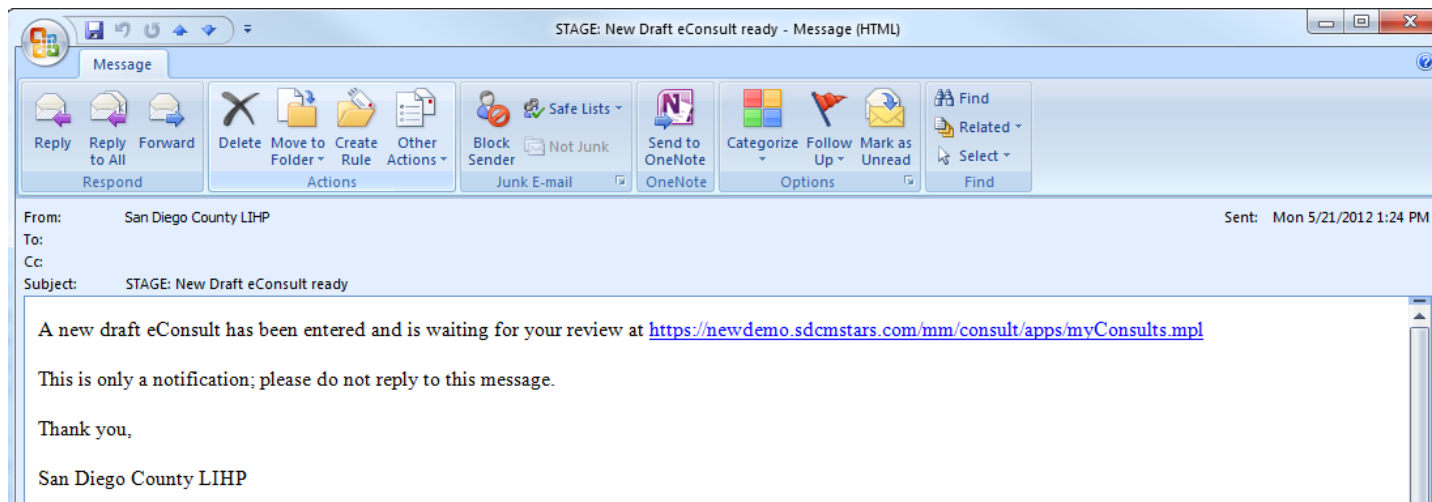
Save Draft/Notify Staff

Submit **Cancel eConsult**

PCP View

PCP MD's: What to expect when a Midlevel primary provider or Referral Specialist initiates an eConsult for your review

- A Referral Specialist or Midlevel provider can initiate an eConsult and queue up the eConsult for the MD to add the clinical question and submission to the Specialist Reviewer
- Once a Referral Specialist or Midlevel provider is finished with the eConsult initiation, the PCP MD will be notified by e-mail
- Log onto the site via the e-mail link or direct at <https://www.sdcstars.com>



Where does the PCP MD find their Drafts to approve?



San Diego County (CMS/LIHP) My Resources Support Edit My Profile Logout
Welcome > AT Provider (991993)
Inbox New eConsult **My eConsults**

My eConsults

My eConsults

Closed eConsults

Search eConsults

Your current eConsults in progress are shown below. Click on an eConsult to view its detail.

eConsults in Progress					Show My eConsults ▾
Created	Primary Care Physician	Patient	DOB	Status	
05/21/2012	AT Provider	JOHN PUBLIC	01/01/1961	Draft cancel	
05/16/2012	AT Provider	JOHN PUBLIC	01/01/1961	Responded	

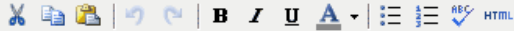
- The Draft eConsults are on the “My eConsults” page and are marked with a red “Draft” as the status
- To Edit/Submit the eConsult click anywhere in the row to be re-directed to that eConsult

Begin My Clinical Question Medical Info/Attachments **Summary** 993023

Please review the information you have entered. If you need to make any changes, you may navigate to previous screens by clicking the appropriate tab above. When everything is correct, please click the "Submit" button to complete your submission.

Organization: Primary Test Org Specialty:
Physician: Attachment(s):
Submitted By:
Member: JOHN PUBLIC
UCSD Record #:
Diagnosis:
Health Plan: Medicaid Coverage Expansion
Message:
Additional Notes:

PCP/Staff Note:



[Save Draft/Notify Staff](#)

[Submit](#) [Cancel eConsult](#)

- You will be re-directed to the Summary Tab which will display the summary of information entered for the eConsult (A preview of what is being sent to the Specialist Reviewer)
- To enter the clinical question click on the “My Clinical Question” tab

Begin **My Clinical Question** Medical Info/Attachments Summary

eConsults are NOT for urgent referrals. Please enter your message to the specialist regarding this patient's condition, a diagnosis and the patient's symptoms.

Clinical question for specialist:

- Prefill From Template -

My Clinical Question

The Diagnosis field will try to find a coded match after the first three characters you type. You may enter the diagnosis text or the code. Please enter at least one.

Diagnosis(es):



Description:	TAENIA SOLIUM INFECTION INTESTINAL	ICD-9 Code:	123.0
Description:		ICD-9 Code:	
Description:		ICD-9 Code:	
Description:		ICD-9 Code:	

Next

- Enter the Clinical Question and Click “Next” **(You must click NEXT to save your question)**

Begin My Clinical Question **Medical Info/Attachments** Summary





Upload any applicable attachments including Laboratory Results, Radiology Image/Report, or Physician Notes. Choose your file for each type below if applicable.

Attachment(s): [skin photo](#)  05/21/2012 01:23 PM 

Upload File From: scan browse Scan Preview:

Document Name:

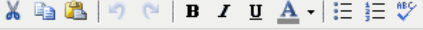
Scan

  / 0  

Remove Current Image Remove All Images

[Upload](#)

Additional Notes:



[Next](#)

- Review/Add/Edit attachments and enter any additional notes for the Specialist Reviewer. If none then click “Next”

Begin My Clinical Question Medical Info/Attachments **Summary** 993062

Please review the information you have entered. If you need to make any changes, you may navigate to previous screens by clicking the appropriate tab above. When everything is correct, please click the "Submit" button to complete your submission.

Organization: Primary Test Org Specialty: Test Specialty
Physician: Olga Oliberos Attachment(s):
Submitted By: Olga Oliberos
Member: JOHN PUBLIC
UCSD Record #:
Diagnosis: ADHESIONS DRUM HEAD TO STAPES - 385.12
Health Plan: Medicaid Coverage Expansion
Message: Testing
Additional Notes:

PCP/Staff Note:

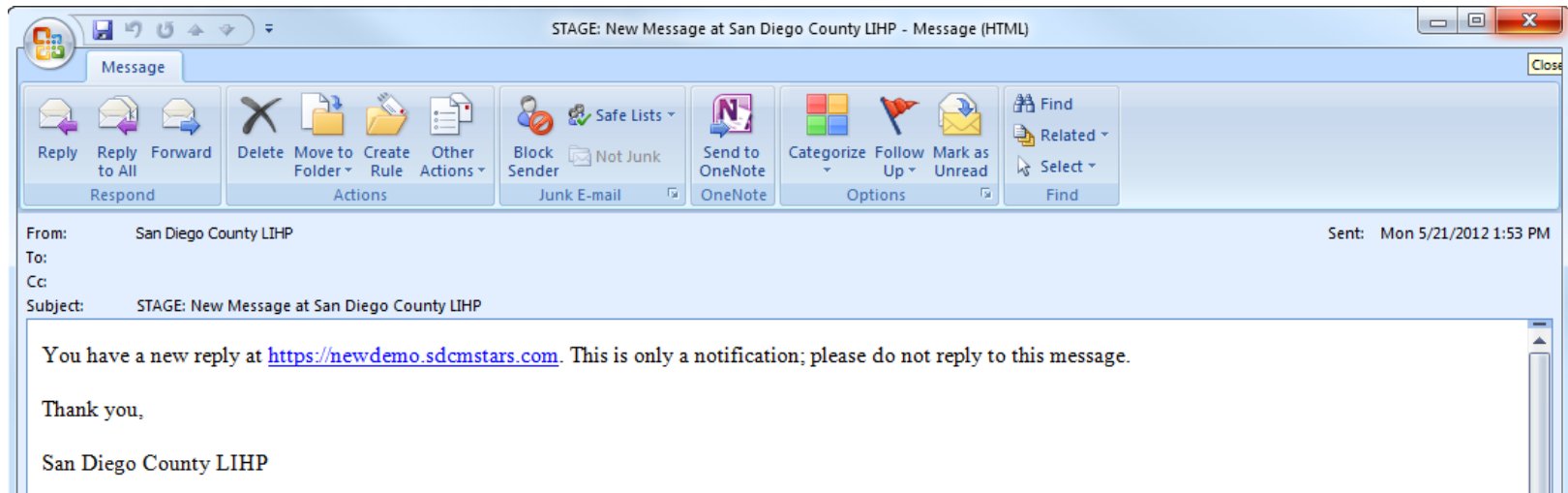
Save Draft/Notify Staff

Submit Cancel eConsult

- Review the eConsult and Submit if everything is complete
 - Note: Cancelling an eConsult will completely remove it from the system (you **will not** be able to retrieve any information)
- The Specialist Reviewer will be notified of the new eConsult via e-mail

Replying to an eConsult message
from the Specialty Reviewer

- When a Specialist Reviewer responds to your eConsult you will receive an e-mail notification
- Log onto the site via the e-mail link or direct at <https://www.sdcmmstars.com>





Inbox

New eConsult

My eConsults

Welcome > AT Provider

[Change My Profile](#)
[Change My Password](#)
[User Guides and Info](#)
[LIHP Website & Formulary](#)

Welcome to the San Diego County eTAR and eConsult System

[refresh](#)

Message Inbox

8 record(s) found

Date	From	Patient	
05/21/2012 01:52 PM	AT Specialist	JOHN PUBLIC	reply dismiss close
CONSULT Specialist response			

- The Specialist Reviewer’s response will be in your Inbox when you log into the site
 - The inbox is sorted in descending order (with the newest items at the top)
 - The specialist’s answer will be in the body of the message, which is the text “Specialist Response” in the example above
- To view the transcript of the eConsult dialogue, click on the “Reply” button

eConsult Reply

Message:

2 Your reply here

Attachment(s): [Add Attachment](#)

Close eConsult: - Choose Reason Code -

Question 1: How helpful is the specialist's response to your question? worst best

1 2 3 4 5 3

Question 2: Will this eConsult assist you in delivering better care to your patient? 1 2 3 4 5

[Close Consult & Send](#) [Send Message](#) [Cancel](#)

4 5

Patient: JOHN PUBLIC Specialist: Test Specialty
 Physician: AT Provider - Primary Test Org Specialist: AT Specialist - Test Specialty Org
 Procedure: Diagnosis: TAENIA SOLIUM INFECTION INTESTINAL
 Notes:

Consult History

05/21/2012 01:52 PM AT Specialist
Specialist response

05/21/2012 01:51 PM AT Provider
My Clinical Question

1 View dialogue here

My Resources

- My Templates
 - Dermatology - Eczema
- My Links
 - My Website
 - Google
- My Documents
 - [Example of Eczema test](#)

Attachments

Date	File Description
05/21/2012	Test Document

Replying to the Specialist

1. You may view all dialogue between you and the Specialist in this box
2. Enter your response to the Specialist into the "Message" box. Your response can include further questions for the Specialist.
3. You will need to fill out the two survey questions before you can submit your response
4. If your question has been answered, you can close the eConsult by clicking on "close Consult & Send" AND choose a close code under the Close eConsult field.(this will be discussed on the next slide)
5. If you are responding to the Specialist but not closing the eConsult, click on "Send Message"

eConsult Reply

Message:

2 Your reply here

Attachment(s): [Add Attachment](#)

Close eConsult: **4** - Choose Reason Code -

Question 1: How helpful is the specialist's response to your question? **3**

Question 2: Will this eConsult assist you in delivering better care to your patient?

5 [Close Consult & Send](#) [Send Message](#) [Cancel](#)

Patient: JOHN PUBLIC
 Physician: AT Provider - Primary Test Org
 Procedure:
 Notes:

Specialty: Test Specialty
 Specialist: AT Specialist - Test Specialty Org
 Diagnosis: TAENIA SOLIUM INFECTION INTESTINAL

Consult History

05/21/2012 01:52 PM AT Specialist
 Specialist response

05/21/2012 01:51 PM AT Provider
 My Clinical Question

1 View dialogue here

Attachments

Date	File Description
05/21/2012	Test Document

My Resources

- My Templates
 - Dermatology - Eczema
- My Links
 - My Website
 - Google
- My Documents
 - [Example of Eczema](#)
 - [test](#)

Closing an eConsult

1. You may view all dialogue between you and the Specialist in this box
2. Enter your response to the Specialist into the "Message" box.
3. You will need to fill out the two survey questions before you can submit your response
4. Choose a close code
5. Click on "Close Consult & Send"

Close codes and definitions:

- Resolved - Specialist answered question and no visit needed
- Cancelled - Cancelled by PCP because eConsult no longer needed: Patient Deceased, Moved, No longer LIHP eligible

When an eConsult is closed as: Patient Needs A Specialty Visit



- If a Specialist closes the eConsult as Patient Needs a Specialty Visit, both the PCP and Referral Specialist will be notified with a message in their inbox.
- There will be an additional button for your staff to initiate the eTAR
 - Once your staff has submitted an eTAR for the eConsult, the message will automatically be removed from your inbox.
Until then do not dismiss the message.

Managing your eConsults

Managing your Inbox

Welcome to the San Diego County eTAR and eConsult System [refresh](#)

Message Inbox 4 record(s) found

	Date	From	Patient	
CONSULT	04/09/2013 10:09 AM	Olga Oliberos (SR)	JOHN PUBLIC	1
		testing		reply dismiss close
CONSULT	04/09/2013 10:05 AM	Olga Oliberos (IC)	JOHN PUBLIC	2
		This eConsult was closed as: Closed as No UCSD Medical Record Number Pls re-submit with UCSD MRN. thank you.		detail dismiss
CONSULT	03/08/2013 12:19 PM	Olga Oliberos (SR)	JOHN PUBLIC	3
		This eConsult was closed as: Patient Needs a Specialty Visit Initiate TAR Send pt to my office		detail dismiss

1. When a response from the Specialist is received, either reply with requested information or close if resolved.
2. If closed as “No UCSD Medical Record Number” – Once you obtain the UCSD MRN, your Referral Specialists can re-submit the eConsult by clicking ‘detail’ and the next screen provides a “Re-submit” button.
3. When closed as “Patient Needs a Specialty Visit”, please use the Initiate TAR button to transfer all the patient information into your eTAR.

Note: Click dismiss when all eConsult needs are addressed in order to remove the eConsult from your inbox.

My eConsults tab



San Diego County (CMS/LIHP) My Resources Support Edit My Profile Logout
Welcome > AT Provider (991993)
Inbox New eConsult **My eConsults**

My eConsults

My eConsults

Closed eConsults

Search eConsults

Your current eConsults in progress are shown below. Click on an eConsult to view its detail.

eConsults in Progress				
Created	Primary Care Physician	Patient	DOB	Status
05/21/2012	Test PCP	JOHN PUBLIC	01/01/1961	Draft cancel

Show My eConsults

Show My eConsults

Show My eConsults

Show All eConsults

My eConsults

- Shows all of your eConsults that were submitted under your name
- Status includes: draft, submitted, responded

Closed eConsults

- Shows a list of your closed eConsults and the closed code
- The eConsult will include a button to re-submit if the button was closed by the Specialist as "Specialty Change"

Search eConsults

- Search all eConsults by a variety of criteria

Links

Message Inbox

[New Messages](#) ↻

[Draft Messages](#)

[Sent Messages](#)

Links

- [Change My Profile](#)
- [Change My Password](#)
- [User Guides and Info](#)
- [LIHP Website & Formulary](#)

Welcome to the San Diego County eTAR and eConsult System [↻ refresh](#)

Message Inbox 0 record(s) found

You have no new messages

User Guides and Info: links to complete training manual, close code definitions and Specialty Referral Guidelines

LIHP Website & Formulary: links to LIHP Formulary and Medical Policies

Communicating with your patient regarding eConsult

- Explaining eConsults to your patients
- Following up on Specialty Reviewer recommendations
- Monitoring your eConsults to ensure timely follow up has been completed
- Notify eConsult administrator (Olga) if you have any questions

eConsult Contacts

Clinical/Physician Issues

Dr. Jennifer Tuteur
Medical Director

(858) 495-1370

jennifer_m_tuteur@uhc.com

User Account set-up, issues,
training, system errors

Olga Oliberos
eConsult Coordinator

(858) 658-8630

olga_oliberos@uhc.com

Urgent enrollee matters

Mayling Naputi
Medical Management Service
Manager

(858) 658-8657

mayling_y_naputi@uhc.com