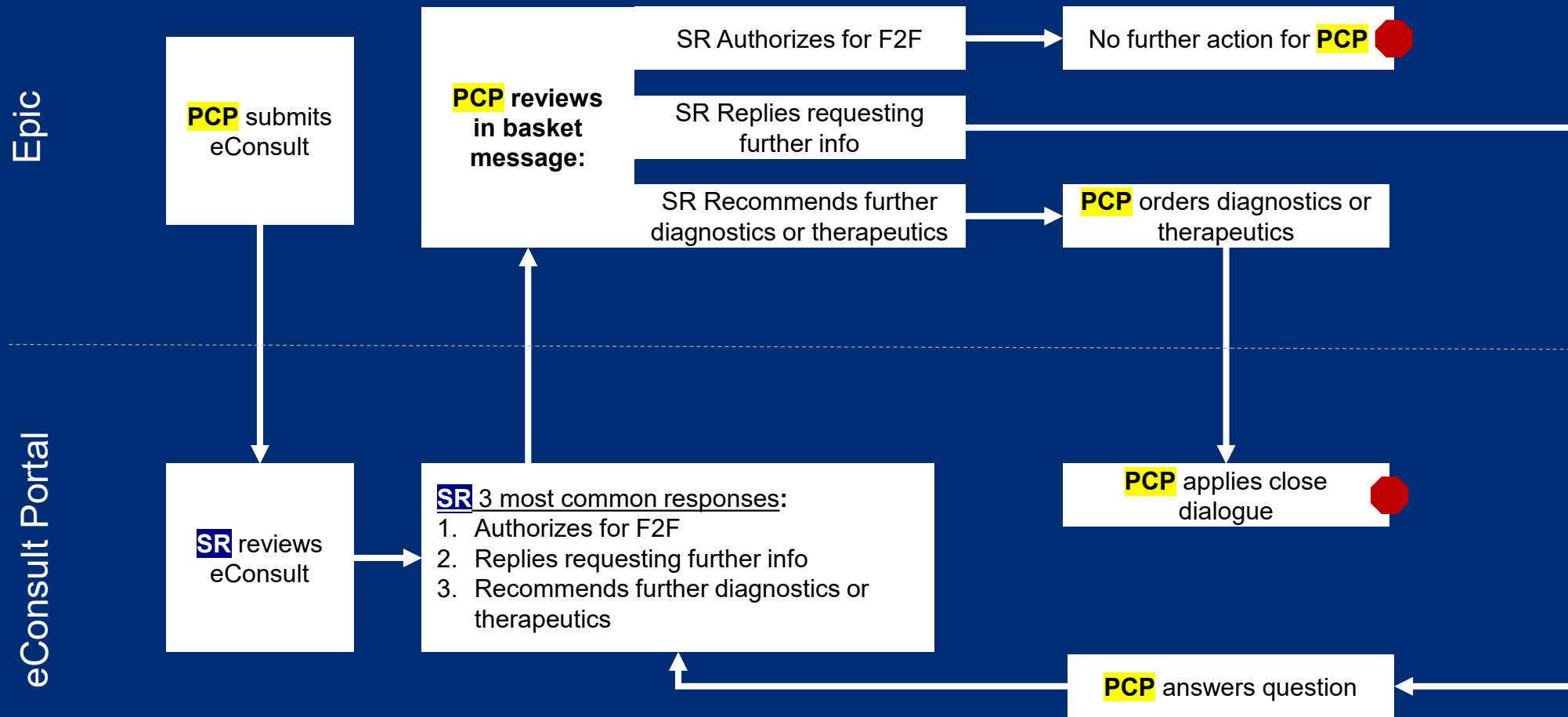


# eCONSULT WORKFLOW



# ORDERING eCONSULTS

1. Search for 'econsult' in *Order Search*
2. Enter the clinical question in the *Comments* field (hint: use *.CHCeconsultClinicalQuestion* SmartPhrase)

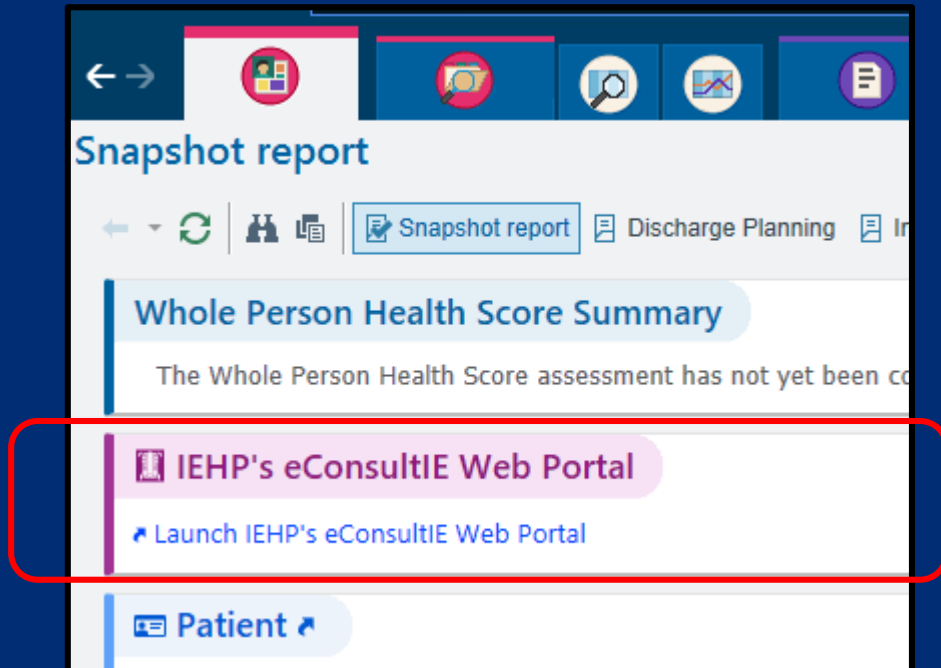
The screenshot displays the 'Order Search' interface. The search term 'ECONSULT' is entered in the search bar. The results list includes various eConsult categories such as 'Ambulatory eConsult to Cardiology (aka ECONSULT)', 'Ambulatory eConsult to Hepatology (aka ECONSULT)', and 'Ambulatory eConsult to Neurosurgery (aka ECONSULT)'. A red arrow points from the 'Ambulatory eConsult to Podiatry (aka ECONSULT)' entry to the 'Comments' field of the order form.

The order form shows the 'Comments' field with the text: 'Mrn TST ZZZ Test is a 20 y.o. male with a history of \*\*\*. Presents with \*\*\*. Clinical Question: \*\*\*. Are there any recommendations for therapy, further diagnostics, or is the patient a candidate to be seen face to face by specialist?'. A red arrow points from the 'Comments' field to the 'SmartPhrase' field, which contains the text: '.chcecons'. The 'SmartPhrase' field also shows a table with the following data:

Abbrev	Expansion
☆ CHCECONSULTCLINICALQUESTION	Template for eConsult Clinical Question Section

The order form also includes a 'Next Required' button and an 'Accept' button.

# ACCESSING THE IEHP eCONSULT WEB PORTAL



The portal can be accessed from the in basket Results folder within the eConsult result message through the *Launch IEHP's eConsultIE Web Portal* link at the bottom of the message

The portal can be accessed from within any chart in Epic using the following steps:

1. Navigate to the *Snapshot* tab in the chart
2. Locate the card with the pink/purple header
3. Click on the *Launch IEHP's eConsultIE Web Portal* link
4. An Epic web browser will appear
5. No log in is required since your Epic profile is linked using an SSO (Single Sign On)

Pro-Tip: If your SSO is not functioning or if account assistance is needed, email Cassandra Romero ([romero-c2@iehp.org](mailto:romero-c2@iehp.org)) or Rebecca Perez ([perez-r5@iehp.org](mailto:perez-r5@iehp.org))

# IEHP eCONSULT WEB PORTAL

converge Next Generation eConsult

My Resources Support Edit My Profile  
Welcome >

Inbox New eConsult My eConsults

Welcome >

Change My Profile  
Change My Password  
User Guides & FAQs  
RUHS Clinical Care Library

Overdue For Response

New Visit Notes  
No unread consult visit notes

Welcome to the eConsultIE System

RUHS Notification hide notifica

**Riverside University HEALTH SYSTEM**

Reminder: Please continue to submit IEHP Pediatric specialty referrals through the IEHP Provider Portal:  
<https://providers.iehp.org/account/login>

05/16/2022 UPDATE: New Specialties live on eConsult

- DERMATOLOGY
- ALLERGY & IMMUNOLOGY
- ORAL SURGERY
- PHYSICAL MEDICINE and REHABILITATION

Specialties- NOW LIVE: <https://www.econsultie.com/econsult-specialties-1>

Message Inbox Draft Messages (0) Dismissed Messages Sent Messages

Showing 1 - 10 of 147 records

only show messages sent directly to me  hide notifications [se](#)

Date	From	Patient	ID
10/24/2022 12:47 PM			

CONSULT

This eConsult was closed as: Refer for Face-to-Face Visit

Yes she is a candidate for an injection. We will see her for a face to face encounter.

## Live Specialties:

- Cardiology
- Diabetes
- Endocrinology
- Gastroenterology
- Geriatrics
- Hepatology
- Infectious Disease
- Nephrology
- Neurosurgery
- Ophthalmology
- Orthopedics (+ Ortho Fx)
- Podiatry (+ Pod Fx)
- Pulmonology
- Post Dilated Retinal Exam
- Rheumatology
- Urology

# SR 3 MOST COMMON RESPONSES

## 1. Authorize for Face-to-Face (F2F) Visit

The SR has determined that the patient meets the criteria for evaluation in the specialty clinic.

## 2. Reply Dialogue

The SR has determined that further information is needed to make a decision. The SR may ask a question, clarify information, or request that other documents be shared.

- The next step for the PCP is to navigate to the *IEHP eConsult portal* to reply to the SR

## 3. Recommendation for Diagnostics or Therapeutics

The SR has determined that the additional diagnostic testing will be valuable in making a decision or that the patient would benefit from a therapeutic course before determining if specialty care is needed.

- The next step for the PCP is to order the diagnostic or therapeutic in Epic and then to navigate to the *IEHP eConsult portal* to apply the corresponding close dialogue selection

# MESSAGE REPLY

only show messages sent directly to me     hide notifications    [search](#)

Date	From	Patient	ID	
07/28/2022 02:03 PM	EKG	EKG		<a href="#">reply</a> <a href="#">detail</a> <a href="#">restore</a>

### Message Reply

Patient:	Service: CARDIOLOGY
Submitter:	Refer To: Perris Valley Community Health Center
Site: Authorization in Epic	Location: 26520 Cactus Avenue, Moreno Valley
Diagnosis: Encounter for other preprocedural examination (Z01.818)	Procedure(s): OFFICE CONSULTATION (99245) OFFICE/OUTPATIENT VISIT NEW (99205) OFFICE/OUTPATIENT VISIT EST (99215)

**Message:**

Attachment(s): Add Attachment

**Message History**

08/01/2022 11:07 AM To:  
This eConsult was closed as: **Scheduled**

07/28/2022 02:03 PM To:  
EKG  
Attachment(s): EKG

07/27/2022 05:30 PM To:  
Hi,  
Please provide documentation from surgeon that cardiology evaluation is needed. Recurrent strokes are not an indication for cardiology evaluation. PCP can provide preoperative risk assessment.  
Will authorize non-urgent consultation based on your reported request from OMFS in your notes, but future requests will need to provide formal documentation that cardiology needs to be specifically involved.  
Regards

07/27/2022 03:52 PM To:

[Send Message](#)   [Save As Draft](#)   [Cancel](#)

# MESSAGE REPLY

### Message Reply

Patient:		Service:	CARDIOLOGY
Submitter:		Refer To:	Perris Valley Community Health Center
Site:	Authorization in Epic	Location:	26520 Cactus Avenue, Moreno Valley
Diagnosis:	Encounter for other preprocedural examination (Z01.818)	Procedure(s):	OFFICE CONSULTATION (99245) OFFICE/OUTPATIENT VISIT NEW (99205) OFFICE/OUTPATIENT VISIT EST (99215)

**Message:**

[Empty text area for message reply]

Attachment(s): Add Attachment

#### Message History

08/01/2022 11:07 AM To: [redacted]  
This eConsult was closed as: **Scheduled**

07/28/2022 02:03 PM

EKG

Attachment(s): [EKG](#)

07/27/2022 05:30 PM To: [redacted]

Hi,

Please provide documentation from surgeon that cardiology evaluation is needed. Recurrent strokes are not an indication for cardiology evaluation. PCP can provide preoperative risk assessment.

Will authorize non-urgent consultation based on your reported request from OMFS in your notes, but future requests will need to provide formal documentation that cardiology needs to be specifically involved.

Regards

07/27/2022 03:52 PM To: [redacted]


[Send Message](#) [Save As Draft](#) [Cancel](#)

# CLOSE DIALOGUE





Message: My Resources:


Enter reply here

Example: *Recommendations appreciated  
Therapeutic being ordered, will trial x 3mos  
and re-submit eConsult if no improvement*





Attachments

Date	File Description
09/09/2022	<a href="#">REPORT</a> 
09/09/2022	<a href="#">REPORT</a> 
09/09/2022	<a href="#">ORDER</a> 
09/09/2022	<a href="#">NOTES</a> 

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

Close eConsult:

09/09/2022 [NOTES](#) 

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

Close eConsult:

- Choose Reason Code -
- Specialty Change
- No Further Action Needed
- Pending Diagnostics
- Pending Therapeutic Trial
- Cancelled
- Out of Network
- Expired
- Patient Declined Care
- Patient Out of County

Consult Notes:  
--

[Send Message](#) [Save As Draft](#) [Cancel](#)

Back to Workflow



# OVERDUE eCONSULTS

## IEHP eConsult Portal

- Direct email notifications from IEHP eConsult are sent to your RUHS outlook account if a non-F2F eConsult has passed 72 hours since the SR replied

## RUHS eConsult Team

- A report is run every 2 weeks to identify providers with overdue eConsults
- The team will email providers and managers with the list and instructions on how to reply and apply the close dialogue

## Pro-Tip

- Navigate to the IEHP eConsult Portal and monitor the *Overdue for Response* section

converge Next Generation eConsult

Inbox New eConsult My eConsults

Welcome > EDWARD BACHO

Change My Profile  
Change My Password  
User Guides & FAQs  
RUHS Clinical Care Library

Overdue For Response

No overdue response reminders

New Visit Notes

No unread consult visit notes

Welcome to the eConsultIE System

RUHS Notification

**Riverside University HEALTH SYSTEM**

Reminder: Please continue to submit IEHP Pediatric specialty referrals through the IEHP <https://providers.iehp.org/account/login>

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