



E-consults and Referrals at VMC – the Specialists View



Better Health for All



Work flow for a Link Provider:

Open the Order Entry template, search for an Ambulatory Urology Referral

Order Entry

Preference List Dx Association

New procedure:

Unsigned new orders (1)

Procedures (1)

AMB REFERRAL TO UROLOGY

Future Routine, Specialty Services Required, Urology

AMB REFERRAL TO UROLOGY

Status: Future Expected: Approx. Expires: 9/14/2016

Priority: Routine [6] Routine STAT

Questions:

Questions:	Answer
1. Reason for Referral	<input type="text"/>
2. This specialty is live on E-Consults. Have you reviewed the Referral Guidelines?	<input type="text"/> Advice Only No / Not Available Yes

Scheduling instructions:

Reference links: 1. UROLOGY REFERRAL GUIDELINES

Referral: Priority: Routine [1] Routine Urgent Elective

Reason: Specialty Services Required [5] Specialty Se... Second Opinion Patient Pref...

To provider:

By provider: CHU, STEFANIE TAN [111599]

Class: Incoming Referral [52]

Dx Association: Add a new diagnosis:

1. Enter reason for referral
2. If you only want advice, click on that option in second row, and then enter clinical questions

Questions:	Answer
1. Reason for Referral	<input type="text"/>
2. This specialty is live on E-Consults. Have you reviewed the Referral Guidelines?	<input type="text" value="Advice Only"/>
Please ask for advice here:	<input type="text"/>

3. Note the link to the Specialties Referral Guidelines
4. If you assign an “urgent” status to a referral the patient will need to be seen within 72 hours of authorization

Reference links: [1. UROLOGY REFERRAL GUIDELINES](#)

Referral: Priority:

For advice only requests – the specialist will send response to your inbasket in the Referral Message folder

My In Basket		In Basket ▶ Referral Message							
In Basket		New Msg	Refresh	Sort	Search	Done			
Referral Message		Priority ▲	Indicator	Status	Msg Date	Msg Time	Sent By	Subject	Patient
<input type="checkbox"/>				Read	03/06/2016	11:57 AM	NGO, TIN		Seventynine, I



Ngo, Tin Chan, MD

M

Message

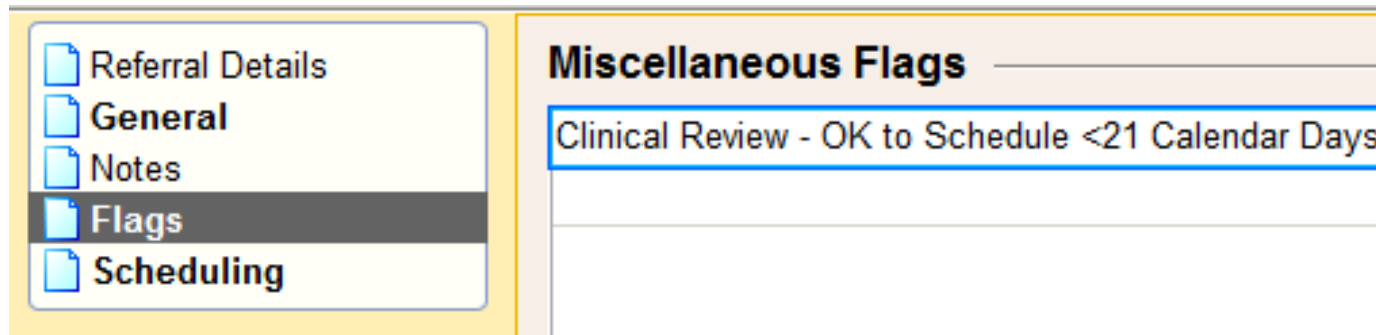
I dont see any urine cultures in chart for patient with many UTIs. Please order 2 urine cultures 3 weeks apart. Send another referral if needed in a few months.

Referral Workqueue RHEUMATOLOGY PENDING CLINICAL REVIEW [26277]						Last refreshed: 8/8/2016 10:05:33 AM				
Refresh	Defer	Filter	Note	Edit	Sched St	Upd Preauth	Assign	Chart	Pt Station	In Basket Msg
Active (Total:2)		Deferred (Total:0)								
Priority	Days In WQ	Patient	MRN	Advice Only?	Diagnosis					
Routine	2				Positive ANA (antinuclear a					
Routine	1				Polyarthralgia					

Specialists workflow:

1. Specialist can quickly see the status of incoming requests
 - **priority** (urgent vs routine)
 - **advice only** requests
2. Specialists can evaluate requests
 - **Chart** review
3. Specialists can take action
 - **Edit** button to process referrals
 - **Inbasket message** link to send PCP advice

Specialist can assign an accept “flag”

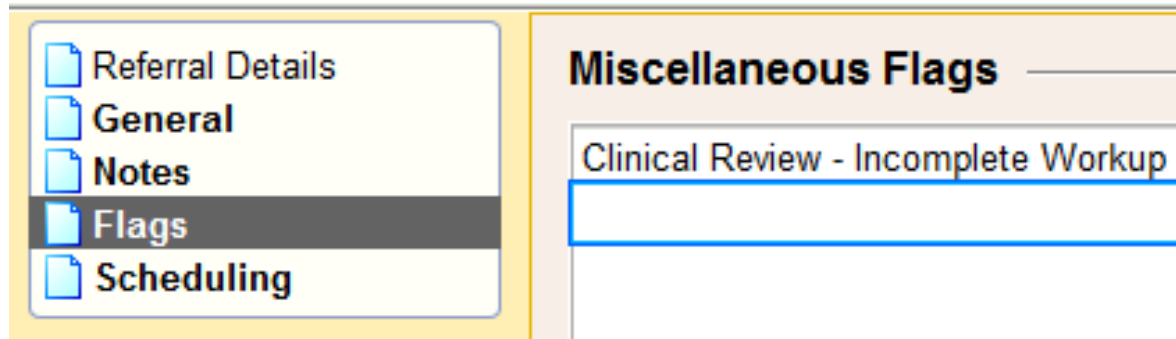


The screenshot shows a software interface with a navigation menu on the left and a main content area on the right. The navigation menu includes the following items: Referral Details, General, Notes, Flags (highlighted), and Scheduling. The main content area is titled 'Miscellaneous Flags' and contains a text input field with the text 'Clinical Review - OK to Schedule <21 Calendar Days'.

There are **3 accepted flags** – these will send a message to Auth center, and if approved to the Specialists nursing staff to trigger an appointment and phone call to patient

- **Clinical Review – OK to Schedule <21 Calendar Days**
- **Clinical Review – OK to Schedule >21 Calendar Days**
- **Clinical Review – OK to Schedule within 72 hours**

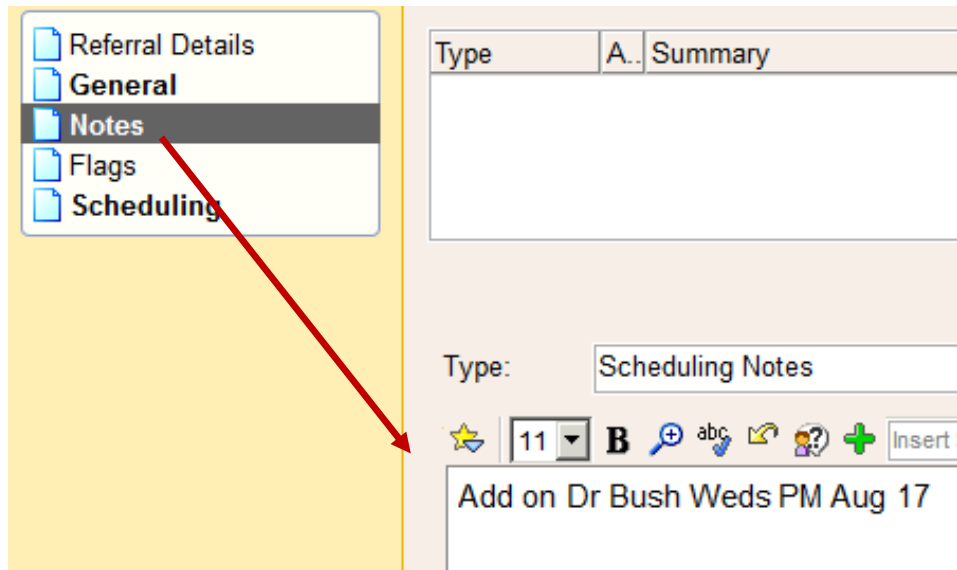
Specialist can assign an advice or defer “flag”



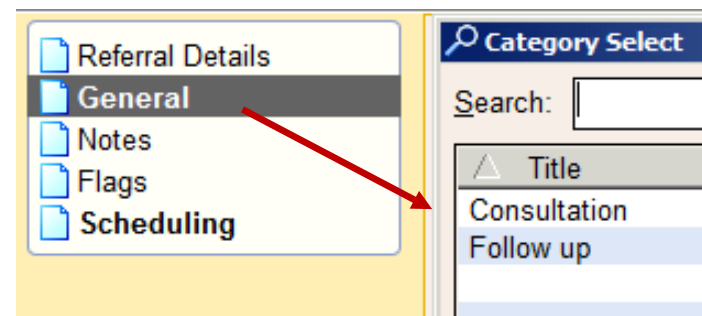
There are **several deferred flags**, these will not be forwarded to Auth center

- **Clinical Review - Advice Only:** Used when PCP requested advice or the referral does not to meet guidelines. Inbasket message sent to PCP
- **Clinical Review - Incomplete Workup:** Used if more information needed – inbasket request for more studies/info sent to PCP
- **Clinical Review – Duplicate:** Used if another referral already exists

Specialists can add a note for their nursing staff to specify timing of visit, which provider, etc...



Specialist can also convert a “new” consult into a “recheck” if the patient has had a previous visit



Rheumatology – E consult activity: June 14 – Aug 8, 2016

- 333 referrals

median time to MD review: **13 hours**

usual time to staff phone contact to arrange appt post-auth: **7 days**

- 81% scheduled routine new (3 months)
- 9% set up for appt within few weeks
- 5% advice only request

