



**Center for Connected  
Health Policy –  
eConsult Workgroup**

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# Telehealth Solutions



## ELECTRONIC CONSULTATIONS

### Adult Specialties: Pediatric Specialties:

- Cardiology
  - Dermatology
  - Endocrinology
  - Gastroenterology
  - Hematology
  - Infectious Disease
  - Nephrology
  - Neurology
  - Obstetrics and Gynecology
  - Pain Management
  - Psychiatry
  - Pulmonology
  - Rheumatology
- Cardiology
  - Dermatology
  - Endocrinology
  - Gastroenterology
  - Genomic Medicine
  - Hematology
  - Infectious Disease
  - Nephrology
  - Neurology
  - Obstetrics and Gynecology (Ages 15+)
  - Pulmonology

# Electronic Consultation Workflow

Primary Care Provider (PCP) creates electronic consultation asking specialist a clinical question

PCP utilizes “native” clinic referral mechanisms to send clinical data

Specialists review clinical questions resulting in one of three outcomes:

- 1) Clinical need is resolved by treatment or further workup recommendations
- 2) Telemedicine visit is recommended along with any necessary diagnostic studies to prepare for visit and any interim therapeutic care when appropriate
- 3) “Brick-and-Mortar” appointment is recommended along with any necessary prep-visit studies and any interim therapeutic care when appropriate

PCP receives specialist recommendations within 2 business days via native clinical data processes

# Electronic Consultation Footprint and Metrics

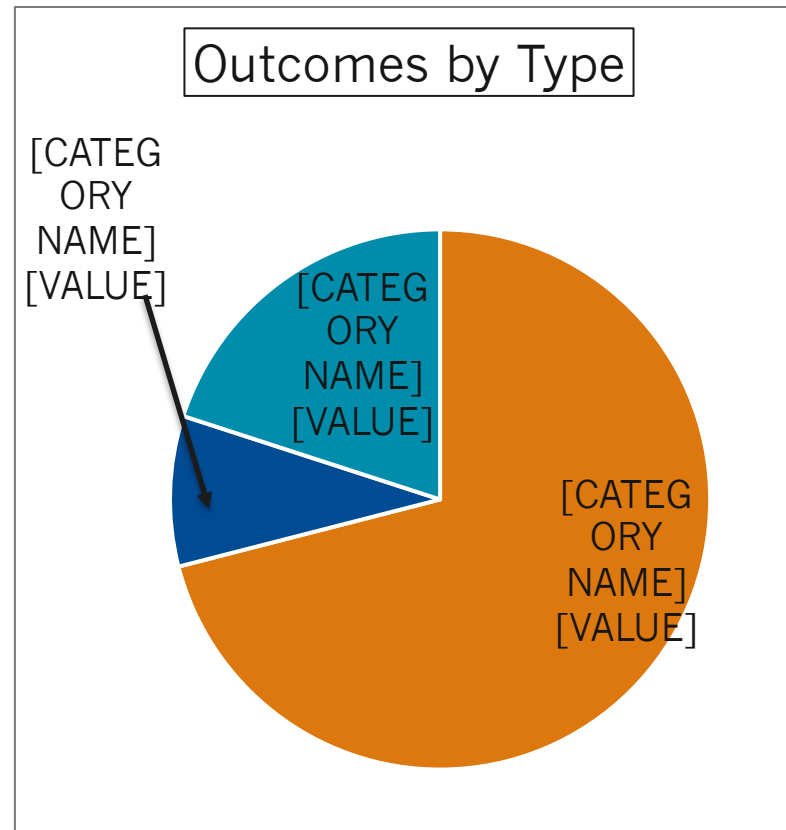
**By the end of Q1 2019:**

- **13 Counties**
- **Over 100,000 members will have access to eConsults by 2019**
- **Approximately 65 sites**

**Now:**

- **96% of eConsults are turned around within 2 business days**
- **75% are turned around with in 1 business day**
- **Approximately 70% of clinical issues resolved in primary care**

# Electronic Consultations by Clinical Outcomes



# Questions and Discussion