

Incorporating eConsult into PointClickCare:

A Guide for Long-Term Care Homes
Establishing eConsult Services

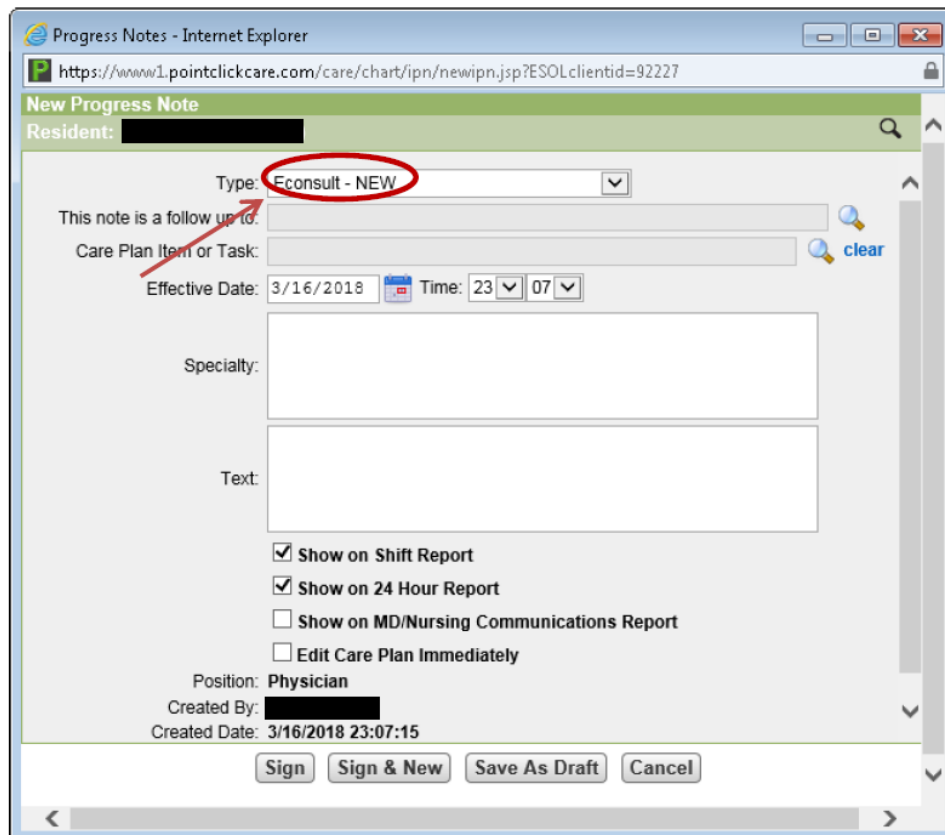
Purpose of this Guide

This guide is for long-term care homes establishing eConsult services. It provides an overview of the initial set up needed to facilitate an integrated workflow for using the eConsult service with the PointClickCare (PCC) platform. This workflow allows the physician or nurse practitioner to submit an eConsult case and make record of the case in PCC. It also allows for the option of implementing a delegate model for submitting eConsult cases. It may be adapted to a long term care home's existing systems and EMR platform.

Progress Notes in PointClickCare

Two new progress note types will need to be created in PointClickCare to facilitate an integrated workflow. The first should be for new eConsults (ex. "eConsult - New") and the second for follow up content on an existing eConsult case, such as the response from the specialist or additional questions sent by the provider about the case (ex. "eConsult - Follow Up" or "eConsult - Response").

Progress Note Type 1: New eConsult



The screenshot shows a web browser window titled "Progress Notes - Internet Explorer" with the URL "https://www1.pointclickcare.com/care/chart/ipn/newipn.jsp?ESOLclientid=92227". The page is titled "New Progress Note" and displays a form for creating a new progress note. The "Resident:" field is redacted. The "Type:" dropdown menu is set to "Econsult - NEW", which is circled in red. A red arrow points to the "Type:" field. Below the "Type:" field are fields for "This note is a follow up to:", "Care Plan Item or Task:", "Effective Date:" (3/16/2018), and "Time:" (23:07). There are also fields for "Specialty:" and "Text:". Below these fields are four checkboxes: "Show on Shift Report" (checked), "Show on 24 Hour Report" (checked), "Show on MD/Nursing Communications Report" (unchecked), and "Edit Care Plan Immediately" (unchecked). The "Position:" is set to "Physician". The "Created By:" field is redacted, and the "Created Date:" is 3/16/2018 23:07:15. At the bottom of the form are four buttons: "Sign", "Sign & New", "Save As Draft", and "Cancel".

Use the above image as an example for the New eConsult progress note type in PCC. Ensure there are fields for the specialty type and the requesting provider's question.

Progress Note Type 2: eConsult Follow Up

Progress Notes - Internet Explorer
https://www1.pointclickcare.com/care/chart/ipn/newipn.jsp?ESOLclientid=36200

New Progress Note

Resident: [Redacted]

Type: Econsult - FOLLOW UP

This note is a follow up to: 3/14/2018 14:46:00 Econsult - NEW [Author: [Redacted]]

Care Plan Item or Task: [Redacted] clear

Effective Date: 3/16/2018 Time: 23:54

Note Text:

Show on Shift Report
 Show on 24 Hour Report
 Show on MD/Nursing Communications Report
 Edit Care Plan Immediately

Position: Physician
Created By: [Redacted]
Created Date: 3/16/2018 23:54:16

Sign Sign & New Save As Draft Cancel

Use the above image as an example for the eConsult Follow Up progress note type in PCC. Simply ensure there is a text field to which the specialist's response can be copied.

Close Out Survey Form

When an eConsult case is closed, the provider is asked three questions and is given an opportunity to leave comments. If a delegate will be used to facilitate eConsult case submission on behalf of the physicians and nurse practitioners in your home, the delegates will submit the survey answers on behalf of the provider.

Before you complete...

Your feedback on eConsult is instrumental in future directions and enhancements to this type of service. Please take a moment to choose the responses below that represent your views regarding this specific case:

*1. Which of the following best describes the outcome of this eConsult for your patient:

- I was able to confirm a course of action that I originally had in mind
- I got good advice for a new or additional course of action
- I did not find the response very useful
- None of the above (please comment)

*2. As a result of this eConsult would you say that:

- Referral was originally contemplated but now avoided at this stage
- Referral was originally contemplated and is still needed
- Referral was not originally contemplated and is still not needed
- Referral was not originally contemplated, but eConsult process resulted in a referral being initiated
- There was no particular benefit to using eConsult in this case
- Other (please comment)

3. We would value any additional feedback you provide on the system/application:

Enter comments...

An efficient way of getting the provider's responses for the Close Out Survey is to create a google form or equivalent that can be sent to them by email. An example is below. Once the form is completed, the delegate will transcribe their responses into the eConsult portal and close the case.

QUESTIONS RESPONSES

eConsult Close Out Survey

Your feedback on eConsult is instrumental in future directions and enhancements on this type of service. Please take a moment to choose the responses below that represent your views regarding this specific case.

Which of the following best describes the outcome of this eConsult for your patient: *

- I was able to confirm a course of action that I originally had in mind

If you generate a form to gather providers' responses for the Close Out Survey, please copy the text from the original survey directly. An image of the Close Out Survey is above, and the text is as follows.

eConsult Close Out Survey Text

Form Name: eConsult Close Out Survey

Description: Your feedback on eConsult is instrumental in future directions and enhancements to this type of service. Please take a moment to choose the responses below that represent your views regarding this specific case:

1. Which of the following best describes the outcome of this eConsult for your patient:

- I was able to confirm a course of action that I originally had in mind
- I got good advice for a new or additional course of action
- I did not find the response very useful
- None of the above (please comment)

2. As a result of this eConsult would you say that:

- Referral was originally contemplated but now avoided at this stage
- Referral was originally contemplated and is still needed
- Referral was not originally contemplated and is still not needed
- Referral was not originally contemplated, but eConsult process resulted in a referral being initiated
- There was no particular benefit to using eConsult in this case
- Other (please comment)

3. We would value any additional feedback you provide on the system/application:

(Comment Box)