

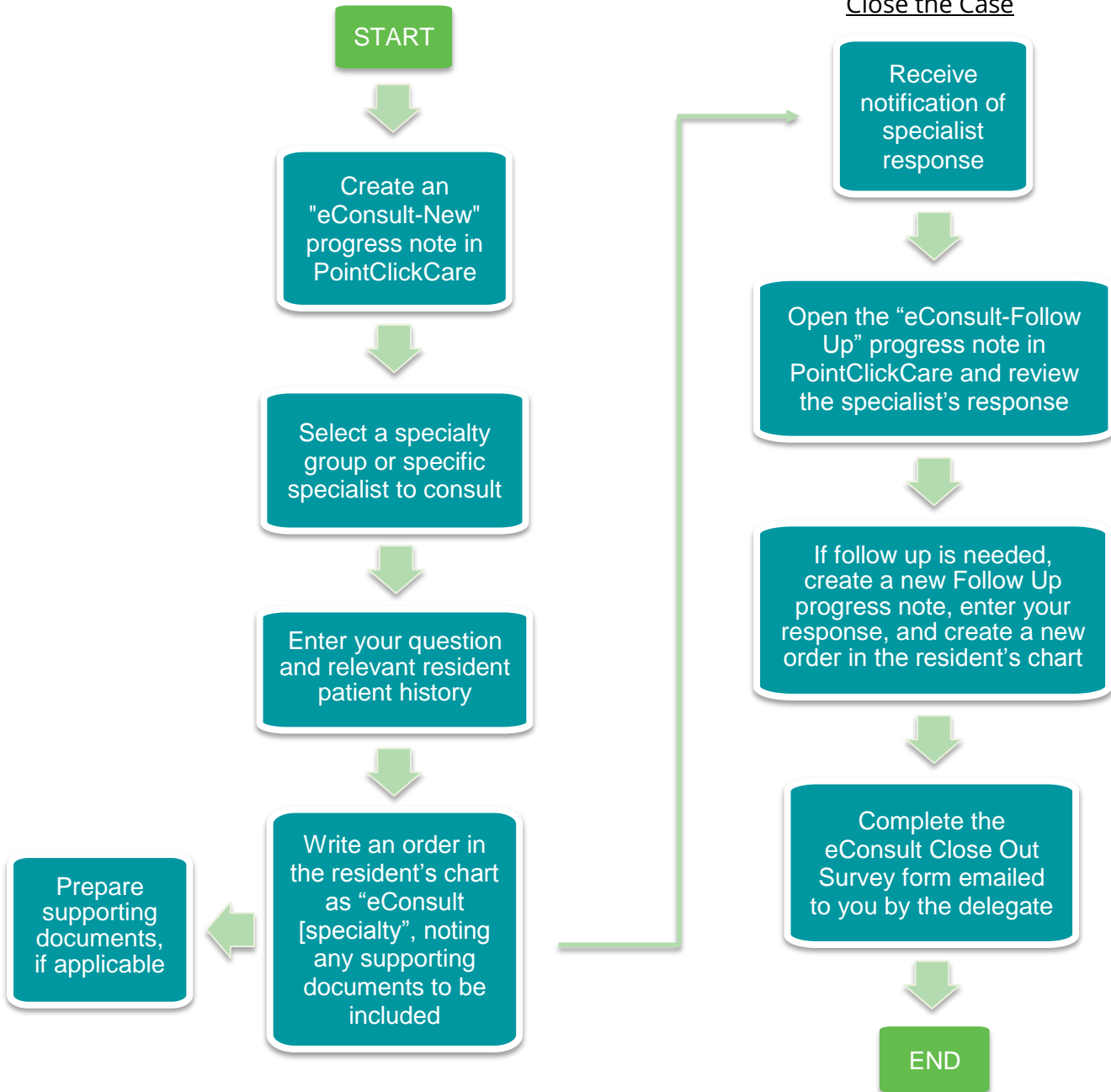
# **eConsult Workflow Guide: Using a Delegate for eConsult Submission with PointClickCare**

For Physicians and Nurse Practitioners in Long-Term Care

# Workflow Chart

## Create an eConsult Case

## Review Specialist Response and Close the Case



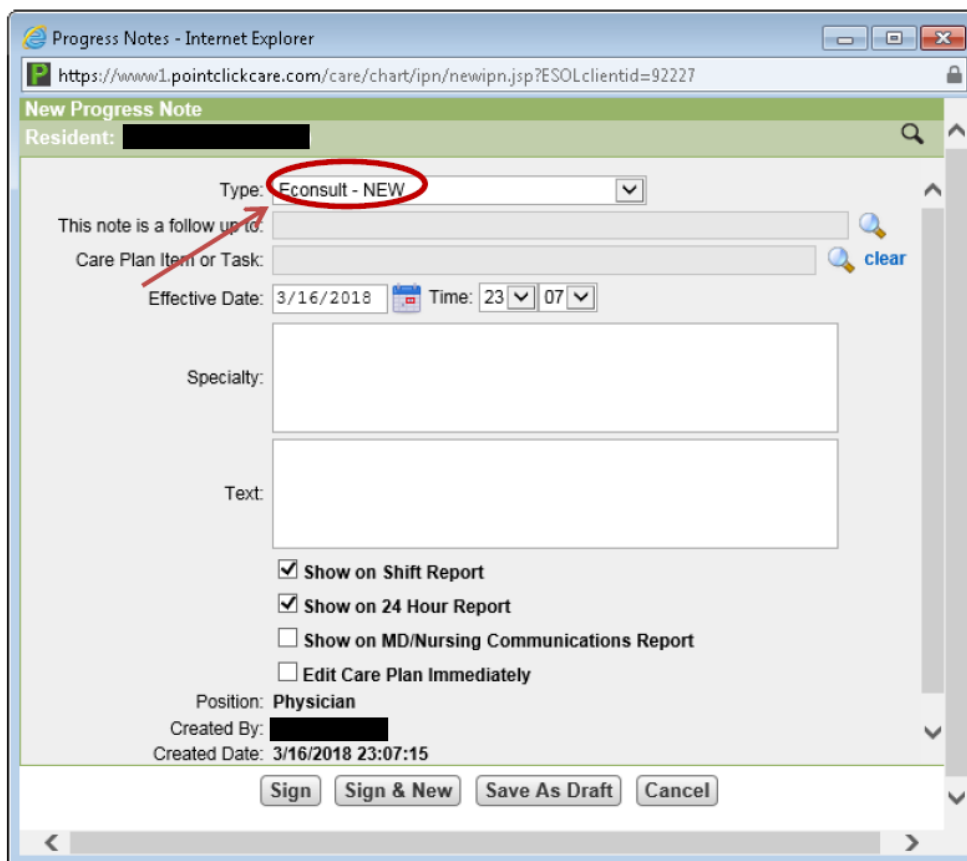
## Purpose of this Workflow Guide

This guide describes the steps to be taken by a physician or nurse practitioner using eConsult via a delegate. This workflow is integrated with the PointClickCare (PCC) platform and allows the provider to submit a case without leaving PCC. It may be adapted to particular homes' existing workflows, systems, and EMR platforms.

## Creating an eConsult Case

Two new progress note types will need to be created in PointClickCare to facilitate the below 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").

**Step 1:** Create a new "eConsult - New" progress note in PointClickCare.



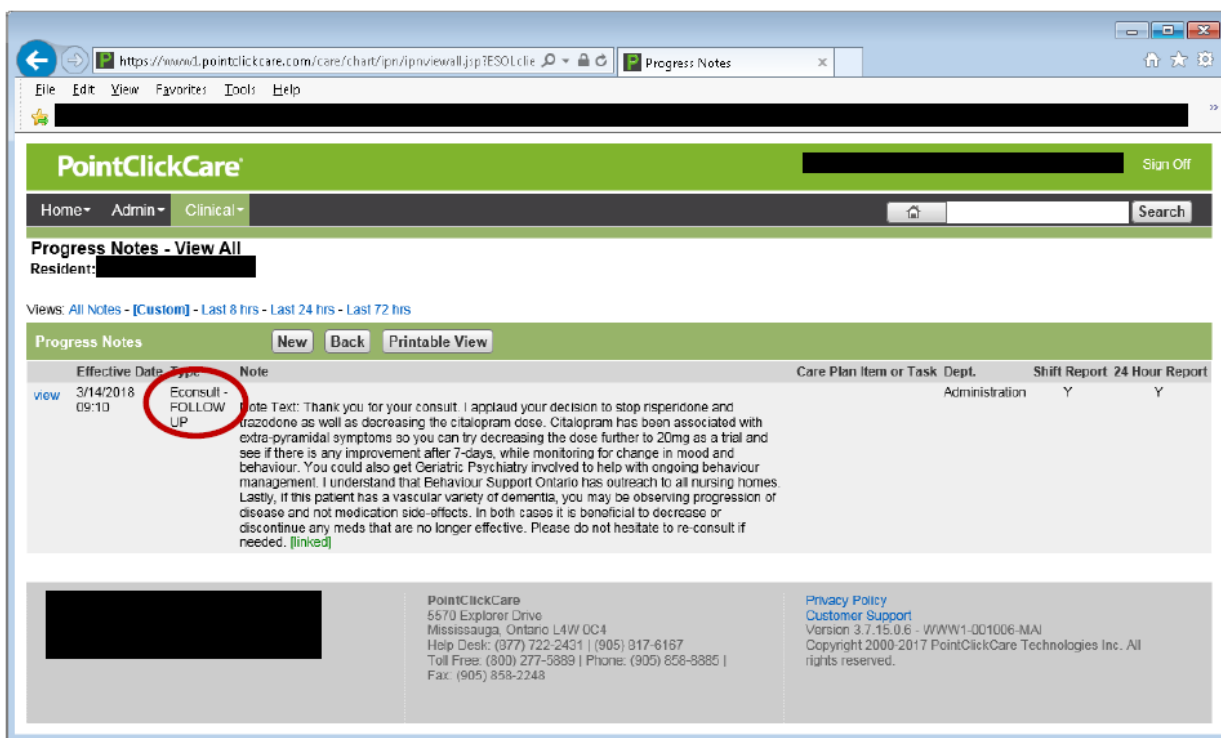
The screenshot shows the 'New Progress Note' form in a web browser. The 'Type' dropdown menu is set to 'Econsult - NEW', which is circled in red. A red arrow points to the 'Type' field. The form includes fields for Resident, Type, Effective Date (3/16/2018), Time (23:07), Specialty, and Text. There are also checkboxes for 'Show on Shift Report', 'Show on 24 Hour Report', 'Show on MD/Nursing Communications Report', and 'Edit Care Plan Immediately'. The Position is set to 'Physician'. The Created By and Created Date (3/16/2018 23:07:15) are also visible. Buttons for 'Sign', 'Sign & New', 'Save As Draft', and 'Cancel' are at the bottom.

**Step 2:** Enter the speciality group you wish to send the eConsult to (e.g. Dermatology) in the "Specialty" field. If there is a specific specialist you wish to consult, please include their name as well.

**Step 3:** Enter your question and relevant resident history, medications, or diagnostic information in the text field. Supporting documents, such as medication lists, test results, or images can be included when the case is submitted by the delegate.

**Step 4:** Write an order in the resident's chart with the title "eConsult [enter specialty]".

**Step 5** (if applicable): If you wish to include supporting documents from the chart (e.g. ECG, lab results, diagnostic imaging results, or previous consultation notes) collect those pertinent documents and flag them with the eConsult order in the chart.



**Step 7** (if applicable): If you wish to include documents that are stored electronically, note this in the order description (e.g. "eConsult thrombosis, include med profile").

**Step 8** (if applicable): If you wish to include images (e.g. photos of skin lesions or radiology images), email those images to the designated delegate.\* In the subject line, include the initials and home area of the resident they pertain to. Indicate this in the order by writing "include email attachments".

\*Please ensure that individuals in emailed photos are not identifiable and that the image is deleted from your outbox and files after sending.

## Reviewing the Specialist Response

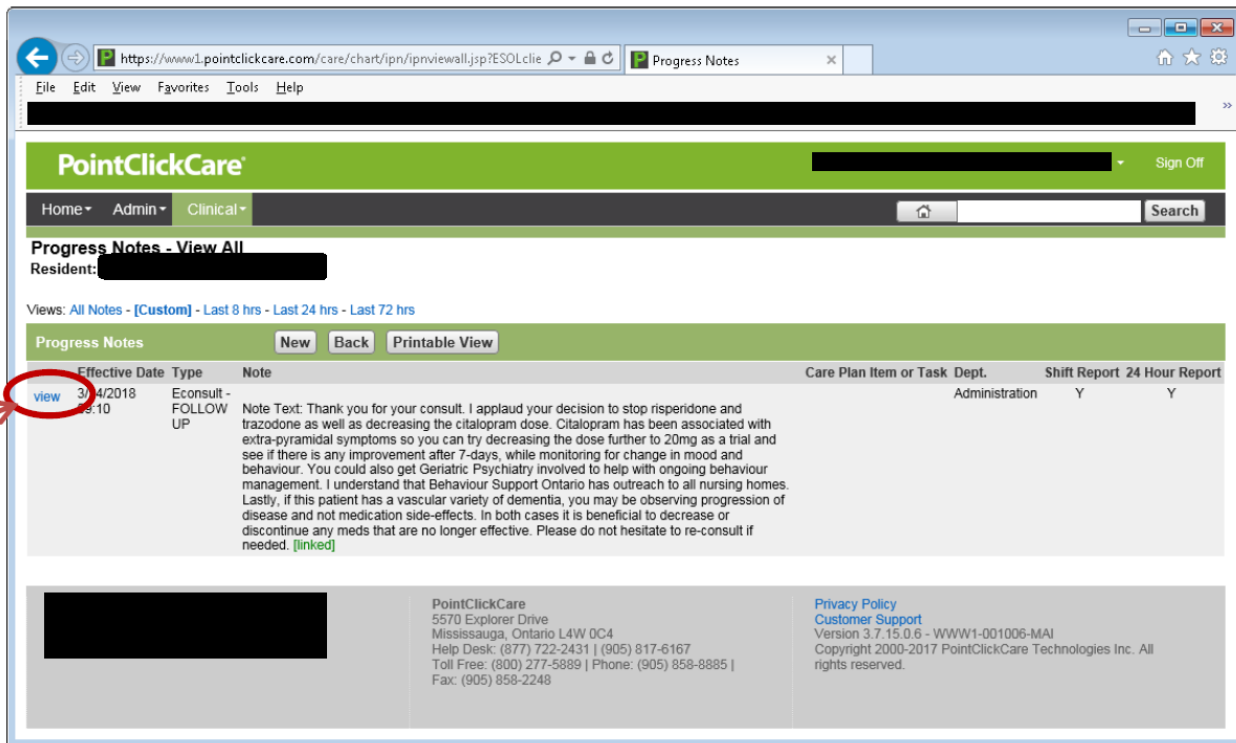
When the specialist responds to your eConsult case, the delegate will create a progress note and send you an email to notify you.

**Step 1:** Upon receipt of the delegate's email, which will include the resident's initials and home area in the subject line, search for "eConsult – Follow Up" in the progress notes.

**Step 2:** After reviewing the specialist's response, you may either respond for follow up or close the case.

## Responding for Follow Up

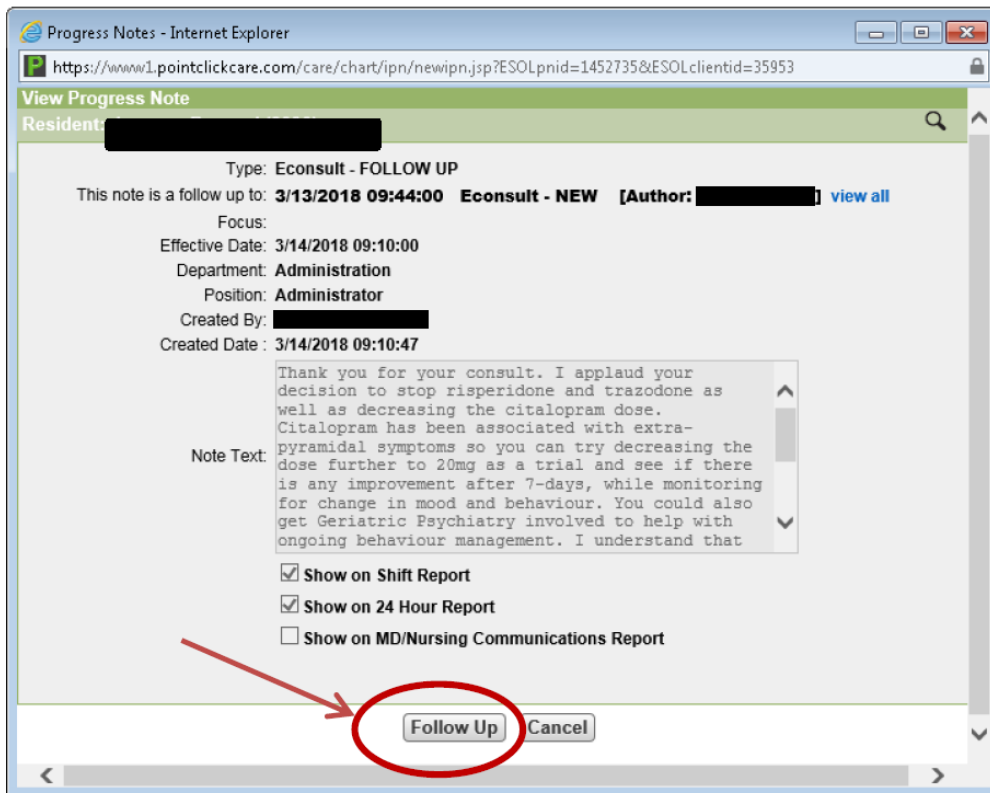
**Step 1:** If further follow-up with the specialist is needed, click "View" to open the progress note and click "Follow Up" in the new window.



The screenshot shows the PointClickCare web interface. The browser address bar displays the URL: <https://www.1pointclickcare.com/care/chart/ipn/ipnviewall.jsp?ESOLclie>. The page title is "Progress Notes". The navigation menu includes "Home", "Admin", and "Clinical". The main content area is titled "Progress Notes - View All" and shows a list of notes for a resident. A table with the following columns is visible: Effective Date, Type, Note, Care Plan Item or Task, Dept., Shift Report, and 24 Hour Report. A red arrow points to the "view" link in the first row of the table.

Effective Date	Type	Note	Care Plan Item or Task	Dept.	Shift Report	24 Hour Report
3/14/2018 10:10	Econsult - FOLLOW UP	Note Text: Thank you for your consult. I applaud your decision to stop risperidone and trazodone as well as decreasing the citalopram dose. Citalopram has been associated with extra-pyramidal symptoms so you can try decreasing the dose further to 20mg as a trial and see if there is any improvement after 7-days, while monitoring for change in mood and behaviour. You could also get Geriatric Psychiatry involved to help with ongoing behaviour management. I understand that Behaviour Support Ontario has outreach to all nursing homes. Lastly, if this patient has a vascular variety of dementia, you may be observing progression of disease and not medication side-effects. In both cases it is beneficial to decrease or discontinue any meds that are no longer effective. Please do not hesitate to re-consult if needed. <a href="#">[linked]</a>		Administration	Y	Y

At the bottom of the page, there is contact information for PointClickCare: 5570 Explorer Drive, Mississauga, Ontario L4W 0C4. Help Desk: (877) 722-2431 | (905) 817-6167. Toll Free: (800) 277-5889 | Phone: (905) 858-8885 | Fax: (905) 858-2248. There are also links for Privacy Policy and Customer Support.



**Step 2:** Choose “eConsult – Follow Up” as the progress note type and enter the follow up question or information into the text box.

**Step 3:** Write an order in the chart with the title “eConsult Follow Up” and include attachments as described above.

## Closing an eConsult Case

**Step 1:** Once there are no further follow up questions, you will receive a link to a three-question Close Out Survey form from the delegate by email. Please complete the Close Out Survey promptly after receipt so the delegate may transcribe your responses into the eConsult portal and close the case.

## Billing

You may be eligible to bill **K738** (Physician to Physician e-Consultation – Referring Physician) in specific circumstances. Please review the **Schedule of Benefits** page **A33** for details.