ContineoHealth
Communicate, Connect & Collaborate

eConsult and Referrals

eConsults and other referral methods have helped the community based Primary Care Providers reduce the cost of patient healthcare while providing much needed specialist opinion in a trouble free and time saving way, while maintaining patient chart progress electronically in a safe and secure fashion. Specialty referrals are especially important for community based practices serving low income families.

eConsult in Epic

eConsult in Epic provides primary care providers (PCPs) with point-of-care decision support on referral appropriateness and allows PCPs to receive timely specialist recommendations on lower-complexity referral problems that do not require an in-person evaluation of the patient by the specialist. The primary care physician can add images to a patient's chart in Epic or using Haiku or Canto (on smart phones and iPad).

Our Solution

Contineo can collaborate with all primary care physicians/specialists to introduce the program, gather feedback on clinical and operational components and set expectations for goals to be achieved. Our expert team will gather baseline data on the population, visits (primary care, specialty care), referrals, and billing (professional, facility, and technical fees). Based on the eConsult orders created in Epic, a payment model can be developed with or without Epic professional billing module.

The build can include custom templates including SmartPhrases, SmartTexts, and SmartLists. Custom templates for SmartForms Documentation Flowsheets may be developed for discreet data collection.

To track metrics reporting (Reporting Workbench/Clarity), initiatives may be taken by collaboration with Business Intelligence. Reports of key metrics may be developed and shared with the clients to facilitate program implementation, quality assurance, and internal process improvements.

Opportunities

Contineo can help the client achieve referrals/eConsult workflows via a variety of options using Epic or third party vendors:

Epic
• Complete eConsult workflow built into Epic. Talks to same instance of Epic.

Epic with Care Everywhere
• eConsult workflow in Epic talks to another instance of Epic via standard Epic Care Everywhere module. This build requires a considerable amount of planning and discussion to roll out care everywhere.

Epic with 3rd party eConsult platform
• eConsult workflow in Epic talks to another EMR software via a 3rd party eConsult vendor platform. This is a "Singular" process. The physician can send out a communication message to an outside provider with patient related questions and route the chart as well. The message is then sent via a HISP encrypted direct messaging service. The reply received from the specialist resides in the Primary Care Physician's Inbasket.

Epic with Epic CareLink
• EpicCare Link can talk to different specialists across the state and your Epic. These community providers can access patient chart via web-based Epic CareLink. The outside providers can be restricted to view only patients requiring consult. These physicians can then append to the patient's chart, put in comments/notes/create a new eConsult encounter which can be seen by the Primary Care Provider in Chart Review. Epic Care link can be used to extend access to other local community clinics.