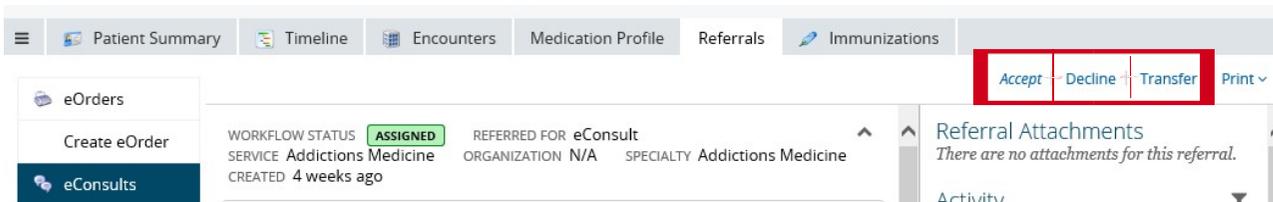


Quick Reference Guide

Accepting, Declining, or Transferring an eConsult

Once an eConsult is assigned to you, you can access it from within HEALTHe NL via your eConsult Dashboard, the Patient Summary section of the patient's profile, or from within the Referrals tab in the patient profile.

As a Consultant, if you choose not to accept an eConsult that has been assigned to you, you must either decline it or transfer it to a different specialty. These options are found in the top right portion of the eConsult screen and are referred to as workflow actions.



Accepting an eConsult

Accepting the eConsult will allow you to communicate back and forth with the Primary Care Provider in consultation.

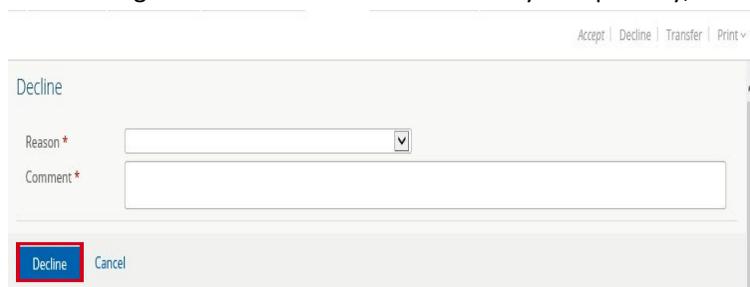
1. From the top right corner of the eConsult screen, click **Accept**.
2. Once the eConsult is in ACCEPTED status, new workflow actions are available for you to select.
 - Click **Provide Advice** to answer the question asked in the eConsult.
 - Click **Request Information** if you require more details from the PCP before providing advice.
 - Click **Transfer** if you feel this eConsult would be better suited for a different specialty.



Declining an eConsult

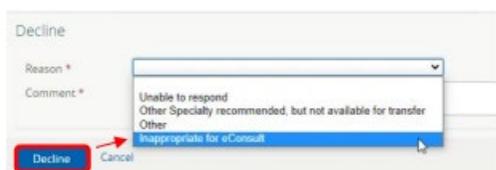
Declining the eConsult will remove the eConsult from your dashboard and assign it to another Consultant within your Specialty, if one is available.

1. From the top right corner of the eConsult screen, click **Decline**.
2. Select a **Reason** for declining the eConsult from the drop-down list.
3. It is mandatory to add a **Comment** regarding why you are declining.
4. Click the **Decline** button to finalize the action.



Declining an Inappropriate eConsult

If a Receiver feels the eConsult cannot be appropriately addressed through the eConsult service, the Receiver can select “Inappropriate for eConsult” as a reason for Decline.



In the Comment section, Receivers are expected to provide rationale for declining the eConsult. It is recommended to provide the PCP with a suggested alternative to replace the eConsult.

When this reason is selected, the eConsult will auto-cancel rather than being assigned to another Receiver. The PCP can then see the details of the cancelled eConsult in HEALTHe NL. In addition, EMR users will now receive a pdf record of the cancelled eConsult in their EMR.

Transferring an eConsult

Transferring an eConsult will remove the eConsult from your dashboard, and assign it to a Specialist within the specialty you choose.

1. From the top right corner of the eConsult screen, click **Transfer**.

2. Click the **Add** button to open a separate window.

3. Use the **Service Name** search if you wish to narrow your search for a particular specialty.

4. If you find an applicable specialty to transfer to, click on it to select it.

5. The separate window will close. On the main screen, in the "Comment" text box, explain the rationale for transferring to this specialty.

If the specialty you wish to transfer to is not available in eConsult, you can choose to decline



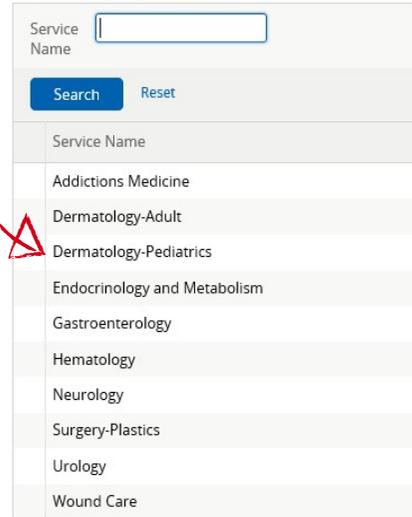
Transfer

Service * **Add**

Comment

Transfer Cancel

eConsult Transfer Healthcare Service Search



Service Name

Search Reset

Service Name
Addictions Medicine
Dermatology-Adult
Dermatology-Pediatrics
Endocrinology and Metabolism
Gastroenterology
Hematology
Neurology
Surgery-Plastics
Urology
Wound Care



Transfer

Service * Dermatology-Pediatrics (eConsult)

Comment This consult is better suited for a dermatologist to answer. |

Transfer Cancel

6. Click the **Transfer** button to finalize the action.