



E-Consult Ordering FAQ's (Frequently Asked Questions) updated 4.19.2023

We recommend using **Epic Link** (epiclink.cchmc.org) *** to benefit from the complete functionality of the E-Consult system.

*** **External providers using Epic EMR** (non-Children's employees) have messaging capabilities but do **not** have the same functionality listed in 'benefits' below. Most external providers can/do have access to Epic *Link*.

*** **Employed providers using Epic EMR** have E-Consult Ordering capability directly through Epic and do not need to use Epic *Link* for complete functionality described below.

What is E-Consult ordering? E-Consult ordering is a system designed for PCPs who want to ask **non-urgent clinical questions** to Children's faculty. Children's faculty will answer questions within three business days.

Should I use E-Consult ordering for NEW patients or ESTABLISHED patients? E-Consult ordering is for new patients currently. We will continue to improve the system to allow for communication about established patients in the future.

What if I need an answer quickly? E-consults are often answered in less than 3 days, however, if you want/need a response quickly, please call Physician Priority Link (PPL) at [513-636-7997](tel:513-636-7997) or toll-free [1-888-987-7997](tel:1-888-987-7997). Each division has a specialist on call to answer your question. You can determine if you would like an immediate response (2 minutes) or a same day response using PPL.

What are the benefits of E-Consult? Two key benefits of using the E-Consult system are:

1. E-Consult allows for a communication exchange that becomes part of the patient chart so that it is available for future reference to anyone who is providing care to the patient. Please note that E-Consult conversations are viewable in MyChart.
2. E-Consult functionality allows you to **upload** relevant patient-related documents along with your message/question.

How do I place an E-Consult order? Asking a non-urgent question is easy! E-Consult orders use the same process that you use to place orders like Lab testing or Radiology via Epic Link ordering today.

How do I access the E-Consult system? Open a patient chart and then navigate to 'ordering.' The easiest way to 'find' the division is by typing the **division name** in the search box. Remember to choose **E-Consult** when you want to ask a non-urgent clinical question. You can



also search by typing 'econ' in the search bar. **You must 'sign' the order** to trigger the system to send your question to the desired division. Participating divisions are listed at the bottom of the FAQ.

How will I get a response to my question? Responses will come to your In-Basket whether you are using Epic *Link* or Epic EMR.

So, do I have to keep checking Epic Link to see when my question is answered? No! Whether you use Epic Link frequently or not, we recommend setting up Event Notifications. Event Notifications can be set up in Epic *Link* so that an alert is sent (to your email box or via SMS text) when a new In-basket message is received.

Is there a charge to the patient when I place an E-Consult order? No! There is **no charge** to patients for this service.

Why was E-Consult developed? E-Consult was designed to *complement* the faster turnaround time of Physician Priority Link (PPL). The system was implemented so local providers could easily connect with Children's faculty in a clinically meaningful way.

Are the other details I should know? YES! If you **REPLY** to the subspecialist who answered your original question, your 2nd question/comment will go back to the individual, NOT back to the subspecialty "pool". If you continue the conversation this way, your message **will be received**, but may not be responded to within 3 business days. To avoid this, you can create a **new** E-Consult order for additional questions.

Which divisions are participating in E-Consult ordering system? There are 27 divisions participating in E-Consult orders:

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| Adolescent Medicine | Infectious Diseases |
| Allergy | Nephrology |
| Cardiology | Neurology |
| Dentistry | NICU Follow-Up clinic |
| Dermatology | Physical Med and Rehab |
| DDBP | Plastic Surgery |
| Endocrinology | Psychiatry |
| ENT | Psychology |
| Gastroenterology | Pulmonary Medicine |
| General and Thoracic Surgery | Ophthalmology |
| Gynecology | Orthopedics |
| Hematology (Includes Hemangioma
Vascular Malformation Center) | Rheumatology |
| Human Genetics | Sports Medicine |
| | Urology |



Have questions? Please direct questions about Epic Link to your Physician Liaison listed on the Epic Link landing page. Or call Leslie Grube at 513-636-6033.