

JOB AID – CHECKING THE STATUS OF YOUR eCONSULT DEC 2016

This job aid is to instruct on how to check on the status of submitted eConsults (or anyone else's eConsult as well).

1. Select "My eConsults" from the top selection bar. Then click on the "Search eConsults tab"

2. You can search by name, ORCHID MRN or by eConsult ID number. In the example below, the search is by eConsult number. Then click on the correct patient/consult (in the example there is only one to choose from)

3. The box in the lower left displays the "Status." Common statuses are:
 - a. Consult: Awaiting response from reviewer or submitter
 - b. Pending: Accepted for face-to-face but not yet scheduled
 - c. Scheduled: Has been scheduled by ASC (should have an appointment date)
 - d. In Progress: Accepted for face-to-face but ASC is still trying to reach patient
 - e. On hold: Was accepted for face-to-face but on hold for various reasons, e.g., bad phone number, patient is inpatient currently, etc.

NOTE: The status is also on the search results bar on the left (see screenshot above).

See below for examples of checking status:

1. Pending (not yet scheduled by ASC). It is highly recommended to instruct the patient (not you) to call the ASC at 855-521-1718 to assist with scheduling the patient.

eConsult Detail | eConsult Detail | Clarifying Questions | eConsult Dialog | Messages (0)

[Resubmit This eConsult](#)

Patient Information 225

Name: [Redacted] SSN: [Redacted] Date Of Birth: [Redacted] Birthplace: [Redacted] Current Status: **Pending**
Address: [Redacted] NORTH HOLLYWOOD, CA, 916056933
Email: [Redacted] Language: [Redacted] Mo Maiden Name: [Redacted] [Print Office Copy](#)
MRUN: 311307 HPCODE: RLA Member ID: 0000 [Redacted] ORCHID MRN: [Redacted] Send Additional Documents: [Print Fax Coversheet](#)
Phone: 000-000-0000(H)

Referred From | **Refer To**

Site: LAC+USC Clinic Tower - Neurology; Adult - LACUSC [3550] Specialty: OPHTHALMOLOGY/OPTOMETRY - ALL AGES
Provider: [Redacted] resident [Physician Profile](#) Selected Provider:
Cluster: LAC+USC Cluster:
Address: 1100 N. State St. Refer To Location:
Phone/Fax: /

eConsult Detail | **Specialist Visit Notes**

Date Created: 07/21/2016 Entered By: Michelle Amacost
eConsult ID: [Redacted] Ref Requested By: Patient Physician
Status: Pending (08/11/2016 05:02 PM) ← **STATUS = Pending**
Status Note:
Auth Number:
Appointment:
Diagnosis: OTHER CEREBROVASCULAR DISORDERS IN DISFASFS CLASSIFIED ELSEWHERE ICD

No visit notes have been posted

Status History

Status	Updated
Pending	08/11/2016 05:02 PM
Consult	07/21/2016 04:16 PM
Initiated	07/21/2016 04:02 PM

2. Scheduled (patient has appointment).

eConsult Detail | eConsult Detail | Clarifying Questions | eConsult Dialog | Messages (1)

▼ This auth has unviewed messages [Resubmit This eConsult](#)

Patient Information 151

Name: [Redacted] SSN: [Redacted] Date Of Birth: [Redacted] Birthplace: [Redacted] Current Status: **Scheduled**
Address: [Redacted] CANOGA PARK, CA, 91304
Email: [Redacted] Language: SPANISH Mo Maiden Name: [Redacted] [Print Office Copy](#)
MRUN: [Redacted] HPCODE: OVMC Member ID: 00000 [Redacted] ORCHID MRN: [Redacted] Send Additional Documents: [Print Fax Coversheet](#)
Phone: [Redacted]

Referred From | **Refer To**

Site: Mid-Valley Comprehensive Health Center - Adult [3725] Specialty: HEMATOLOGY - NON MALIGNANT (ADULT)
Provider: [Redacted] MD [Physician Profile](#) Selected Provider: Olive View-UCLA Medical Center - Hematology [3676]
Cluster: Olive View Medical Center Cluster: Olive View Medical Center
Address: 7515 Van Nuys BL Refer To Location: 14445 Olive View Dr. Sylmar 91342 (855) 521-1718
Phone/Fax: 818-947-4000 /

eConsult Detail | **Specialist Visit Notes**

Date Created: 01/21/2015 Entered By: Charissa So
eConsult ID: [Redacted] Ref Requested By: Patient Physician
Status: Scheduled (01/23/2015 10:33 AM) ← **Status = Scheduled**
Status Note: Called pt confirmed apt date,time and location.
Auth Number:
Appointment: 02/09/2015 2 : 00 pm ← **Date of Appointment is Here**
Diagnosis: POLYCYTHEMIA VERA ICD Code: 238.4

Scheduled patients have this visit note box in lower right

[Add New Visit Notes](#)

Status: Appointment Completed
 Appointment NOT Completed

Add Visit Notes - Upload file attachment and/or enter text notes:

Choose File: Choose File no file selected [X]

[More](#)

- On Hold. Click the “Messages” tab in the upper right for more information on why the patient is on hold.

Inbox		New eConsult		My eConsults		SC Worklist		SC Supervisor		eConsult Admin	
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eConsult Detail		eConsult Detail		Clarifying Questions		eConsult Dialog		Messages (2)	
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▼ This auth has unviewed messages

Res ↑ This eConsult C

Click here to check messages

Patient Information Name: [redacted] SSN: [redacted] ; Date Of Birth: [redacted] Address: 9188 GLENOAKS BLVD, SUN VALLEY, CA, 913522611 Birthplace: Email: [redacted] Language: [redacted] Mo Maiden Name: [redacted] MRUN: [redacted] HPCODE: OVMC Member ID: 00000000- ORCHID MRN: [redacted] Send Additional Documents: Print Fax Coversheet Phone: [redacted]				Current Status: On Hold Print Office Copy
Referred From Site: Olive View-UCLA Medical Center - Adult [3704] Provider: [redacted] Resident Physician Profile Cluster: Olive View Medical Center Address: 14445 Olive View Dr. Phone/Fax: 855-521-1718 / 818-364-3275		Refer To Specialty: UROLOGY - ALL ACES Selected Provider: Olive View-UCLA Medical Center - Urology [3717] Cluster: Olive View Medical Center Refer To Location: 14445 Olive View Dr. Sylmar 91342 (855) 521-1718		
eConsult Detail Date Created: 11/04/2014 Entered By: Marc Montecillo eConsult ID: [redacted] Ref Requested By: <input type="radio"/> Patient <input type="radio"/> Physician Status: On Hold (02/10/2015 04:03 PM) ← Status = On Hold No Answer		Specialist Visit Notes No visit notes have been posted Status History Status: [redacted] Initiated		