

JOB AID – USING FAX TO SCAN TO ATTACH DOCUMENTS (PCP) OCT 2017

This job aid is to instruct users how to use the fax to scan feature. This feature allows the use of a fax machine to attach documents, e.g., medical records, to an eConsult.

1. When creating an eConsult, the fax to scan feature will be on the “Attachment/Notes” tab.

The screenshot shows the 'Consult Request' interface for a patient named CORE ZZZZTEST. The 'Attachments/Notes' tab is active. The 'Documents' section indicates 'No documents have been uploaded or faxed'. Below this, there are options for document types (Photo, CCD, Medical Records, Labs, Test Results, Other) and a 'Document Name' field. A 'Choose File' button is present, but it is disabled, showing 'No file chosen'. An 'Upload' button is also visible. In the 'Fax to Scan' section, there is a link: 'Click here to print a Fax Cover Page for this eConsult to fax additional documentation'. A 'Print Fax Coversheet' button is also present. A large black arrow points to the link with the text 'CLICK HERE'. Below the link, there is a warning: 'You MUST use the cover page when faxing in documentation for this eConsult. If you use any other cover page or no cover page at all, the attachments will not be included with this eConsult.'

2. Click the link to print out a custom cover sheet for this particular eConsult.
3. Follow the instructions to fax the documents. This particular cover sheet must be the first page the fax machine reads. Do not use your own cover sheet. Also remember this cover sheet will only work for the eConsult. **Do not use this cover sheet for other eConsults** (including ones for the same patient).

The screenshot shows the 'eConsultLA Fax' cover sheet. It includes the following information: Date: 10/17/2017; # Pages: ___ including this cover page; Provider: DHS - PCP Test Org (LAC+USC) [DHS01]; From: ___ (PCP); Patient: ___; Consult ID: 18093209. Instructions: Attach the documents you want to attach to the consult behind this coversheet and fax to the following fax#: 310-388-5440. Notice: Coversheet MUST be on the top of the fax for it to scan & attach correctly. A QR code is located at the bottom of the page.

4. The documents will be automatically attached to that eConsult.