

JOB AID – RESUBMITTING AN eCONSULT (PCP) DEC 2016

This job aid is to instruct Submitting Providers on how to resubmit an eConsult that had been previously submitted and subsequently closed. The re-submission feature will save time in re-entering demographics.

1. After finding the patient's eConsult, the eConsult will open to the eConsult Detail page. To learn how to find a patient's eConsult, see the job aid "Finding an eConsult". Click on the link "Resubmit This eConsult".

The screenshot shows the eConsult Detail page for patient BOB LACTEST. The page includes a navigation bar with 'Inbox', 'New eConsult', and 'My eConsults'. Below the navigation bar, there are tabs for 'eConsult Detail', 'Clarifying Questions', 'eConsult Dialog', and 'Messages (0)'. A prominent callout box with a black arrow points to a link labeled 'Resubmit This eConsult' with the text 'CLICK HERE TO RE-SUBMIT YOUR eCONSULT'. The patient information section includes fields for Name, SSN, Date Of Birth, Address, Email, Language, Mo Maiden Name, MRUN, HPCODE, Member ID, ORCHID MRN, and Phone. The 'Referred From' section lists the site, provider, cluster, address, and phone/fax. The 'Refer To' section lists the specialty, selected provider, cluster, and refer to location. The current status is 'Closed'.

2. A confirmation box will pop up. Pick the appropriate specialty (it should automatically choose the original specialty). Then click the "Submit" box.

The screenshot shows the eConsult Detail page with a 'Resubmit eConsult' pop-up box. The pop-up box contains the patient name 'BOB LACTEST' and a dropdown menu for 'Specialty' with 'GASTROENTEROLOGY - ADULT ONLY' selected. A callout box with a black arrow points to the dropdown menu with the text 'SELECT THE SPECIALTY FROM THE BOX (SHOULD AUTOMATICALLY BE THE SAME SPECIALTY)'. Below the dropdown menu, there are 'Submit' and 'Cancel' buttons. A callout box with a black arrow points to the 'Submit' button with the text 'CLICK SUBMIT TO RE-SUBMIT'. The background shows the same patient information as the previous screenshot.

- After submitting, the specialties Clarifying page will appear to begin the submission process. Continue completing each tab until the Summary tab is reached to submit the eConsult. Please note: entering a diagnosis and clinical information in required.

The screenshot shows the eConsult interface. At the top, there is a navigation bar with the eConsult logo and the tagline "Access to information. Access to care." On the right side of the navigation bar, there are links for "My Resources", "Support", "Edit My Profile", and "Logout". Below the navigation bar, there are tabs for "Inbox", "New eConsult", and "My eConsults". The main content area is titled "Consult Request" and shows a dropdown menu for "Specialty" set to "GASTROENTEROLOGY - ADULT ONLY". Below this, there are several tabs: "Clarifying Questions" (which is active), "Begin Consult", "Consult Detail", "My Clinical Question", "Attachments/Notes", and "Summary". The "Clarifying Questions" tab contains a table with the following questions and options:

Question	Answer	Course of Action
Is this a request for evaluation of a liver condition ?	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is this a request for screening Colonoscopy ?	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is this a request for anemia and patient has normal or unknown Ferritin or iron saturation?	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is this a request for history of polyp without documentation of the colonoscopy and pathology?	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is this a request for family history of cancer with a single relative who was diagnosed after 60 years of age or not a first-degree relative?	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is this a request for rectal bleeding and the patient is under 50 and is not anemic?	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Is this a request for diarrhea which has been less than 6-8 weeks in duration or has positive or unknown stool cultures?	<input checked="" type="radio"/> No <input type="radio"/> Yes	

At the bottom right of the form, there are two buttons: "Cancel" and "Next".