

LA County Department of Health Services (DHS) eConsult FAQ for MHLA Providers

1. REFERRALS

a. *Does sending a patient to a DHS emergency room or urgent care speed up an eConsult referral?*

No. CPs should never send patients to DHS emergency rooms or urgent care clinics for routine specialty care. Submitting an eConsult is significantly faster than sending patients to the emergency room or urgent care, where patients may have long waits and providers do not know their history. Please only send patients to the emergency room or urgent care if they have an emergent or urgent medical condition.

b. *Can full-scope Medi-Cal patients be referred via DHS eConsult?*

No. Only My Health LA participants and those without insurance can be referred via eConsult. Patients with full-scope Medi-Cal cannot be referred via eConsult.

2. SUBMITTING ECONSULTS

a. *If more than one entry for a patient is listed on eConsult which should I choose?*

You should choose the entry that has an ORCHID MRN. This allows the dialog from eConsult to be pushed into the DHS Cerner EHR.

b. *As a provider, do I need to copy the text from the “Notes” section into “Dialog” box?*

Yes. eConsult only copies the eConsult Dialog content (not the Notes) to the DHS Cerner EHR. If you copy and paste the Notes content to the Dialog, that will allow all clinical content from the CP to be seen within the EHR.

3. SERVICES

a. *How do I request Durable Medical Equipment (DME) using eConsult?*

CPs are required to provide basic DME supplies, such as canes, crutches and supplies for diabetes (see Provider Information Notice 18-09 for more information - http://file.lacounty.gov/SDSInter/dhs/1048427_PIN18.09-DurableMedicalEquipmentandMedicalSupplies.pdf). Advanced DME supplies can only be ordered by a DHS provider so an eConsult should be submitted to the appropriate specialty clinic. For example, to request CPAP, CPs should send an eConsult to Sleep Medicine.

b. *Is wound care provided via eConsult?*

No. CPs must provide basic wound care supplies. They should not request wound care through eConsult.

c. *Is In-Home Supportive Services provided via eConsult?*

No. In-Home Supportive Services is not covered by the MHLA contract.

d. *Are infertility services offered via eConsult?*

No. Infertility services are not covered by the MHLA contract.

e. Which patients should be referred to Vascular Surgery for venous insufficiency?

Only patients with ulceration should be sent to Vascular Surgery. If a patient has pain without ulceration, they will not be seen by Vascular Surgery.

f. How do I refer a patient for allergy clinic?

Routine allergy services are not provided at DHS. There is an anaphylaxis portal for patients who have had an episode of anaphylaxis. Otherwise a patient can be referred to ENT, Dermatology or Pulmonary if there are **appropriate** allergic symptoms. For example, CPs should not send a patient to Pulmonary to get skin testing

g. How do I order an ultrasound of a lesion in the arm/leg/chest/etc.?

Ultrasound evaluation of soft tissue lesions should be directed to the "Ultrasound – Soft Tissue" portal under the Radiology – Ultrasound menu in eConsult.

h. How would I refer a patient with decompensated cirrhosis?

Refer the patient using the HEPATOLOGY portal using dialog language similar to below:
"Please see patient for one-time evaluation regarding evaluation and prognosis of decompensated cirrhosis per DHS expected practice."

i. Can I refer patients to the Smoker's Helpline?

Yes. Please submit an eConsult to smoking cessation under "community resource linkage". In addition, patients can be directed to other community resources such as the Wellness Center at LAC-USC and the Diabetes Prevention Program through the YMCA.

4. SECOND OPINION

a. What if a patient was recommended for a face-to-face visit but wants to go to another facility within DHS?

If the patient has been recommended for a clinic visit, he or she can call the Specialty Care Linkage (SCL) line at 855-521-1718 to be scheduled at a facility of their choice. Please note that some services are only available at some DHS facilities so the request may not be possible.

b. What if I disagree with the reviewer's eConsult responses?

CPs can ask the eConsult reviewer to forward the eConsult to another reviewer. Note that if the second reviewer is at another facility, the patient may have to travel farther for a face-to-face visit. If the reviewer does not forward the eConsult or if CPs have problems with the eConsult or specialty reviewer, they can request a second opinion by emailing DHSeConsult@dhs.lacounty.gov.

5. SCHEDULING

a. Scheduling Advanced Diagnostics, e.g., Radiology, Heart Station

Advanced diagnostics are locally scheduled and you should not contact the Specialty Care Linkage (SCL) regarding these appointments. You should contact the department at that facility to schedule.

b. DHS Appointments

For eConsults that have been reviewed and recommended for a visit within the last 6 months by a Specialist Reviewer, *patients* can contact the Specialty Care Linkage unit at 855-521-1718 to schedule the appointment with DHS. eConsults older than 6 months should be re-submitted. For questions or inquiries regarding eConsult scheduling, please email SCLInquiry@dhs.lacounty.gov. Please do not refer patients to the Help Desk for appointment information.

6. SOME REMINDERS

a. What is the purpose of eConsult for MHLA participants?

eConsult is a way for primary care providers at CPs to consult with specialists at DHS on behalf of patients who may need sub-specialty care, advanced radiology studies or advanced diagnostic tests. It is not a referral system. In many cases (but not all), the conversation will result in a face-to-face appointment with a specialist at DHS.

b. What percentage of eConsults resulted a face-to-face appointment for MHLA participants?

About 71% of eConsults in FY 18-19 were directed to a face-to-face appointment.

7. HOW DO I CONTACT THE eCONSULT TEAM?

The eConsult team should be contacted via the Enterprise Help Desk at 323 409 8000 or helpdesk@dhs.lacounty.gov. The dhseconsult@dhs.lacounty.gov email is **only** for eConsult second opinions.

8. WHERE DO I FIND THE DHS EXPECTED PRACTICES?

The DHS expected practices can be found by clicking a link in the box in the upper left of the eConsult homepage. The link is called "Clinical Library & Homepages". You can also find links in the portal homepages when submitting an eConsult.

9. HOW DO I PREPARE PATIENTS FOR THE eCONSULT FACE-TO-FACE VISITS?

Please advise patients to arrive early to their clinic visits in case they need financial screening. They can also be financially screened in advance of their visit. They should bring their MHLA card and identification. Patients who do not agree to be screened may be financially liable for the care.

10. WHERE TO GET ASSISTANCE

For eConsult system questions or issues, including account changes, please contact the Enterprise Help Desk at helpdesk@dhs.lacounty.gov or 323-409-8000.

11. AVAILABLE SPECIALTY SERVICES

For information on services available in eConsult, please see current "DHS Specialties Live" list located under My Resources.

12. RESOURCES

For questions regarding eConsult functionality and process, there are various guidelines and information available to users under ***My Resources***.

13. ORCHID MRUN

When coming upon a patient with several eConsult records, after verifying the patient's address, always choose the record with an ORCHID MRUN. This will assist with scheduling and communicating with specialty providers.

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