

Patient's Guide to eConsult

1. What is eConsult?

eConsult is an electronic way for your doctor to get help providing specialty care to you. Your doctor and a DHS specialist will share information on eConsult so you get the care you need.

2. Is eConsult a referral?

No, eConsult is not a referral. The doctors may decide you need an in-person visit with a DHS specialist. They also may decide you can get everything you need at your medical home so you don't have to go to see a specialist.

3. How quickly does the DHS specialist respond to my doctor?

The DHS specialist usually responds to your doctor within four calendar days. Sometimes it takes longer if the specialist needs more information or tests.

4. Can my medical home doctor send lab and X-ray results through eConsult?

Yes, your doctor can send labs, X-rays or medical records to the DHS specialist to help provide the best care.

5. How is my appointment scheduled?

DHS will call you to schedule an in-person visit with a DHS specialist if you need one.

6. How do I know what's happening with my eConsult?

The best way is to ask your doctor or call DHS at 855-521-1718. You can also check My Wellness (the patient portal) at <https://dhs.lacounty.gov/mywellness/>.

For Radiology, please contact the individual facility below:

LAC+USC MEDICAL CENTER.....	323-409-7200
OLIVE VIEW-UCLA MEDICAL CENTER.....	747-210-4086
HARBOR/UCLA MEDICAL CENTER.....	424-306-4735
HIGH DESERT REGIONAL HEALTH CENTER.....	661-471-4000
RANCHO LOS AMIGOS NAT'L REHABILITATION CENTER..	562-385-7532
MARTIN LUTHER KING, JR. OUTPATIENT CENTER.....	424-338-2009