PARTNERSHIP HEALTHPLAN OF CALIFORNIA

eConsult Specialty Care Program

PART 1: PROGRAM DESCRIPTION

INTRODUCTION

Partnership HealthPlan of California (PHC) partnered with Safety Net Connect (SNC) in 2015 to provide access to specialty care services through its eConsult program. Our eConsult platform is HIPAA and HITECH compliant as well as web based which allows providers in our network to access it from any device with internet access. PHC's eConsult program was established with the intent of increasing access to specialty care services in rural and underserved communities as well as to help decrease the number of inappropriate referrals sent to local specialists.

eConsult promotes peer-to-peer communication between healthcare teams and can support the specialty care needs of PHC members with complex cases. Our program is available to all contracted primary care and specialty care providers for 20+ specialties at zero cost. Providers can submit electronic consultations to board certified and credentialed specialists and receive high- quality clinical recommendations to treat their patients.

On average, eConsults can take between 5-7 minutes to submit and are typically responded to and/or resolved within 2 business days. eConsult is a great tool for providers to use when access to specialty care is limited in their area or for second opinion.

AVAILABLE SPECIALTIES

(Specialties are subject to specialist availability)

- Cardiology
- COVID-19
- Dermatology
- Endocrinology
- Gastroenterology
- Infectious Disease
- Nephrology
- Neurology
- Pain Management
- Palliative Care

- Pediatric Allergy & Immunology
- Pediatric Dermatology
- Pediatric Endocrinology
- Pediatric Gastroenterology
- Pediatric Nephrology
- Pediatric Neurology
- Pediatric Pulmonology
- Pediatric Urology
- Pulmonology
- Rheumatology
- Urology

PARTICIPATION REQUIREMENTS

- Providers must be contracted with PHC for primary care and in good standing.
- Providers must have access to an electronic device with high-speed internet access.
- Providers must have designated coordinators, staff or providers in place to submit and engage in eConsults in a timely manner
- Providers must be able to upload documents and/or pictures
- Providers must have their own unique email address. No shared logins allowed.

PATIENT ELIGIBILITY REQUIREMENTS

Eligible
- All PHC members
- PHC primary or dual coverage

Not Eligible
- Non-PHC patients, private insurances or other coverages
- Patients covered by California Children Services (CCS)

TRAINING AND TECHNICAL ASSISTANCE

The SNC Professional Services team along with PHC collaborates with you to plan and manage the implementation process for the use of eConsult. The implementation plan includes step-by-step tasks, workflow development, resources, and/or training guides to assist users with eConsult submission, reply and closeout. Refer to the training overview section of this application for more information.

Training Overview

1. **Initial kick off meeting via WebEx (1-1.5 hours)**
   Kickoff meeting should be attended by health care team's leadership or authorized decision makers including a member of the clinical team and a member of the referral staff (i.e: CEO, COO, CMO, Site Management). The following outcomes can be expected from this meeting.
   - An overview of eConsult primary functions and available specialties
   - Review of the sites current state referral workflow process
   - Development of the sites future state referral workflow inclusive of eConsult process
   - A brief discussion about SNC's training approach and review of the staff orientation process

2. **Staff Orientation via WebEx (1 hour)**
   Orientation should be attended by all health care providers and staff that will be involved in the eConsult referral process. While this meeting is an optional step in the implementation, holding this event will provide your Teams with:
   - Education about the eConsult platform
   - A review of the newly established eConsult workflow developed in the initial kickoff meeting
   - A chance for all eConsult users to ask questions about the system, processes, and implementation plan.

3. **Hands-On training & Implementation via WebEx (1-1.5 hours)**
   Training should be attended by all providers and staff that will submit, respond, close and otherwise manage eConsults. The following outcomes can be expected from this meeting.
   - Hands on training in the eConsult platform
   - Users will leave with individual logins and sign-on credentials
   - Access to the live eConsult environment for real-time submission

THINGS TO KEEP IN MIND

All eConsult users must:

- Attend all required orientations and trainings, if able to.
- Use their own unique email address when logging into the platform. Shared logins are not allowed.
- Use a computer or smart device with the ability to upload images or documents.
- Contact eConsult@partnershiphp.org to activate or deactivate users
- Submit, respond or close eConsults within a timely manner
- All consults must be responded to or closed within five (5) business days from receiving a response
- Utilize the designated close codes when closing an eConsult, which are noted as follows:
  - Patient Needs Addressed
  - Pending Diagnostics
  - Pending Therapeutic Trial
  - Cancelled
  - Patient Declined Care

Important Note:
- All eConsults should be responded to in a timely-manner.
  - PHC will send reminders beginning at 3 business days to the PCP and if there is no response or closure by the PCP within 8 business days, PHC will close the eConsult as "PCP Unresponsive" until/unless otherwise notified by the user.
  - eConsults may be reassigned by PHC to an alternate specialist if a specialist does not respond within 5 business days.
- Users that are unable to access eConsult for any reason must contact eConsult@partnershiphp.org for support as needed.

TIPS FOR USING AND CLOSING ECONSULTS

- eConsult should not be used for urgent or emergency response. Healthcare teams should follow standard healthcare practices when patients require urgent care.
- eConsult submissions should be as direct and descriptive as possible and only include documents or images relevant to the patients case being reviewed.
- We encourage users to submit eConsults to triage and treat a patient prior to referring them for a face-to-face specialist visit.
- When an eConsult is closed, users should print the eConsult office copy and upload it to the patient's medical records.
- Specialist recommendations for prescriptions or certain dosages should be printed out and attached to the patient's script as needed.

PART 3: HEALTH CARE ORGANIZATION QUESTIONNAIRE

LOCATION INFORMATION

Health care Organization Name: _____

Main Address: _____

City:_____State:_____County: _____

Does the health care organization have more than one location? ☐Yes   ☐No

If yes, please duplicate this page and complete for each participating clinic.

Has the health care organization provided any telehealth in the past? ☐Yes   ☐No

If yes, please explain prior experience: _____

_____

_____

Tell us why your organization is interested in utilizing eConsult and what are your expectations are in using the system.

_____

_____

_____

ECONSULT USER LIST & ORGANIZATIONAL CONTACTS

Please list all providers and staff who will have access to the eConsult platform as well as pertinent organizational contacts in the attached excel document.

EQUIPMENT STATUS

1. Which operating system/s are currently installed on devices/computers to be used?

☐ Windows 11
☐ Windows 10
☐ Windows 8 or 8.1
☐ Windows 7
☐ Linux
☐ Mac
☐ Other:

2. What type of internet connection is utilized by the site?

☐ Dial-up
☐ DSL
☐ Cable Modem
☐ Broadband or Fiber-Optic
☐ Satellite
☐ T1 or T3
☐ Internet2
☐ Other: _

3. Is the internet browser (Edge, Mozilla Firefox, or Chrome) on devices/computers able to be updated to the most recent version (Note: Internet Explorer is no longer supported by Microsoft and thus compatibility with the eConsult platform is not guaranteed.)

☐ Yes
☐ No

4. What type of network configuration is used at the site?

☐ LAN – Local Area Network
☐ WLAN – Wireless Local Area Network
☐ WAN – Wide Area Network
☐ VPN – Virtual Private Network
☐ Other: _

5. Are there any limitations or restrictions for uploading documents onto devices/computers, i.e.: photos, attachments, files, or etc.?

☐ Yes, please describe: _____
☐ No

6. What is the status of your site's EHR implementation?

☐ Currently live on: {name of system}
☐ In the process of implementing a new system {name of new system}

7. What other health information technology does your site use?

☐ Clinical decisions support (electronic resources for providers)
☐ Consumer health informatics (electronic resources for patients)
☐ Computerized Provider Order Entry (CPOE)
☐ Disease registries

☐ Electronic labs
☐ e-Prescribing
☐ Personal health record
☐ Remote patient monitoring
☐ Telehealth (physical and psychological treatments at a distance)
☐ Other, please describe:

TRAINING AND DEVICES

1. Will the site have an IT staff member available on eConsult training days?

☐ Yes
☐ No

2. Will internet enabled devices be available for every user during eConsult training?

☐ Yes
☐ No

3. Will the devices used for eConsult training have access to organizational email?

☐ Yes
☐ No

PART 4: ADDITIONAL ECONSULT RESOURCES

PHC eConsult Team	eConsult@partnershiphp.org
eConsult FAQS	http://www.partnershiphp.org/Providers/Quality/Documents/Telehealth/Econsult%20FAQ.pdf
How to Use eConsult- Demo	https://www.econsultphc.com/pom/uploads/images/eConsultVideoWalkthrough.mp4
PHC Telehealth Services program page	http://www.partnershiphp.org/Providers/Quality/Pages/Telehealth-Services.aspx
PHC Telehealth Policy & Billing	See PHC Policy: MCUP3113 https://public.powerdms.com/PHC/documents/1850086
Medi-Cal & Telehealth Services	www.dhcs.ca.gov Keyword: telehealth
Center for Connected Health Policy	https://www.cchpca.org/
Blue Path Health eConsult Workgroup	https://econsulttoolkit.com/econsult_workgroup/
California Telehealth Resource Center	https://www.caltrc.org/resources/