

eCONSULT procedure

Receipt of eConsult email

- Log onto email account set up to receive eConsults
- Using Outlook drag the eConsult PDF attachment into the eConsult folder on shared
- Check if it is GP Advice or an Administration Question
- If the request is administration related forward to the appropriate administration team to action accordingly
- From SystemOne home screen click on 'Docs' icon
- Select the Scan Images tab top left

The screenshot shows a software interface with two main sections: 'Batch Details' and 'Scanners'.
In the 'Batch Details' section, there are two radio buttons: 'Existing batch' (unselected) and 'New batch' (selected). Below these is a text input field. Underneath is a dropdown menu for 'Batch owner' with the text 'CARTWRIGHT, Sonia (Admin/Clinical Support Access Role)'.
The 'Scanners' section contains two entries:
1. 'KK Scanning' with 'Device: FUJITSU fi-6130dj' and a 'Use This Device' button.
2. 'eConsult' with 'Image source: \\KKIPPSVR\Public Shared\IPRACTICE SHARED INFORMATION\3. Practice PATIENT RELATED information\ECONSULT\Consult Docs' and a 'Use This Device' button.
At the bottom of the interface are two buttons: 'Acquire From All Scanners' and 'Cancel'.

- Select the eConsult device, this will pull everything through from that folder
NB: you will have to empty the folder after
- Once imported click on one of the documents and press right click
- Process patient document (this will bring up the patients details), check the date is date sent to practice, then Next
- Choose location - Home & Type- eConsult, then Next
- Select the head icon for sender details (eg patient), then Next
- Click on the house to import recipient details (eg GP practice), then Next
- Alert received from telehealth monitoring system (XaX2B) - read code automatically drops in to records, then select confirm
- Click on complete and OK
- Move email to eConsult folder on enquiries email
- Make patient an appointment in the eConsult appointment slot & add 'eConsult' to details
- **Check PDF for:**

email address - the eConsult email should be the latest, so update on SystemOne if different or if none recorded please add to SystemOne.

Any additional information recorded like, BP, smoking status, alcohol

Do not code any mention of FH if added (as per GP's)

SystemOne GP: BOOTH, Samuel (M) (Admin/Clinical Support Access Role) at Kingskerswell and Ipplepen Health Centres - Patient Record

Patient Appointments Reporting Audit Setup Links Dispensing Clinical Tools Workflow User System Help

Search Apps Discard Save Details Task Notify Free Slot Note ACUTE ... Home Restrict

Start Consultation Next Event Event Details Pathology Drawing Auto-Consultation Settings

Clinical Administrative

Tasks

Task History Pending Tasks

Organisation Kingskerswell and Ipplepen Health Centres, NHS South Devon and Torbay CCG

Date	Day	By	For	Task	Status	Start Date	Due Date	Flags
10 Apr 2017 11:24	Mon	McCor...	0 eCON...	ACTION	Completed	10 Apr 2017		
03 Feb 2017 13:48	Fri	H Oliph...	7 TASK	Pathology result	Completed	03 Feb 2017		
18 Jan 2017 12:37	Wed	CA	GUV	Patient Requested Prescription	Completed		18 Jan 2017	
09 Jan 2017 09:36	Mon	CS	McCor...	Patient Requested Prescription	Completed		09 Jan 2017	
14 Dec 2016 12:38	Wed	JMM	7 TASK	Misc	Completed		14 Dec 2016	
24 Oct 2016 10:51	Mon	SAR	7 TASK	For information	Completed		24 Oct 2016	

25 Tasks

Mon 10 Apr 11:24 - MCCORMICK, John (Dr)
Assigned to 0 eCONSULT
please Reply to patient

Thanks for your econsult.

Pentasa can cause pancreatitis, which is an inflammation of the pancreas gland, this is however a rare complication i.e <0.1%. Many other commonly used drugs can also cause pancreatitis such as some of the antibiotics we commonly use to treat urine infections, steroids and diabetes, all of which are rare side-effects. There is no link between this and developing pancreatic cancer.

Having untreated Ulcerative colitis can lead to colon cancer approximately 2% chance in 10 years increasing to 8% in 20 years. Pentasa, does reduce this risk significantly.

Based on Dr Edwards letter you do have chronic inflammation, though this is confined to the last section of your bowel, it is that chronic inflammation which increased the risk of cancer.

I hope that information is helpful in allowing you to make a decision regarding taking this medication.

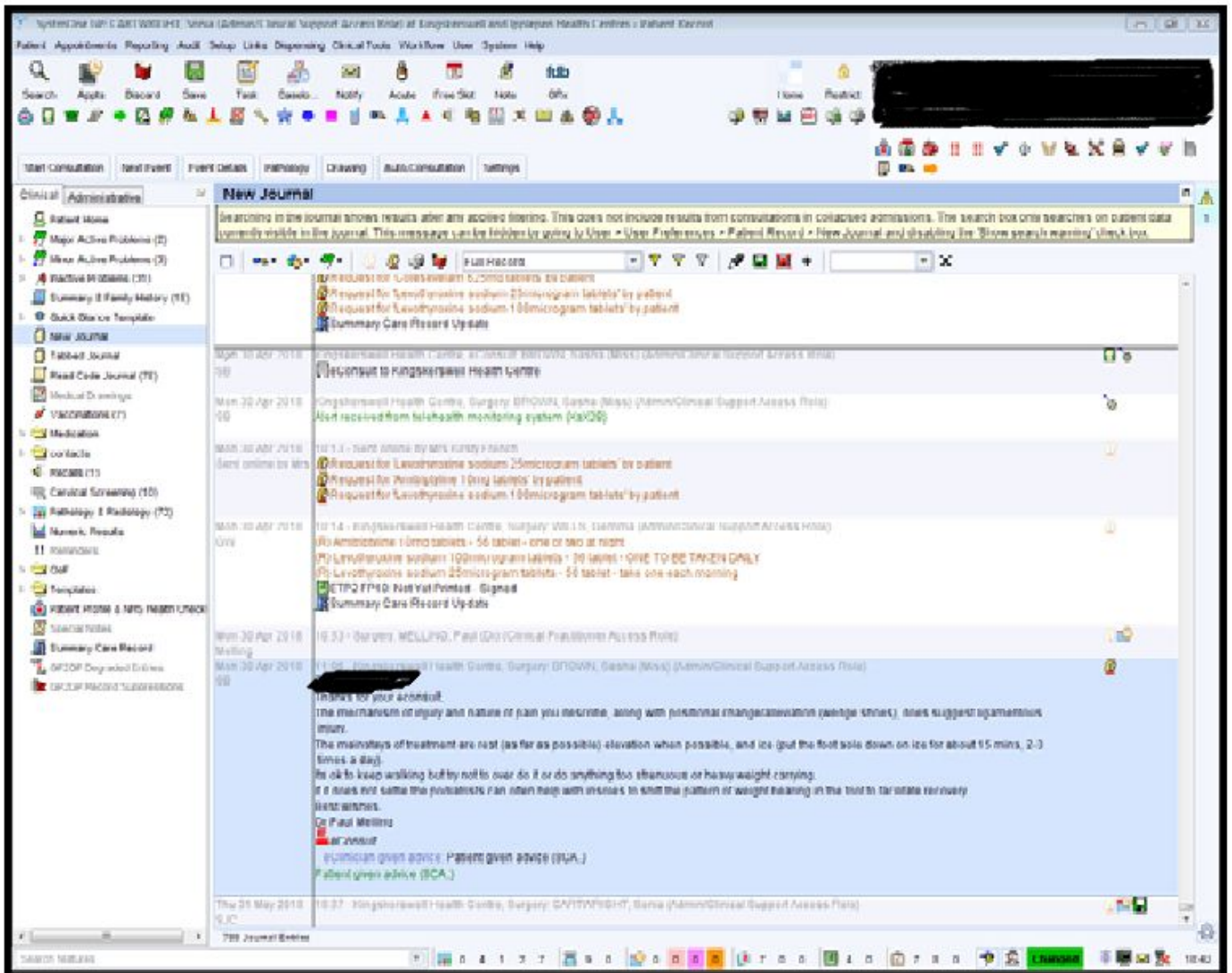
Best wishes,
Dr McCormick

Mon 10 Apr 12:01 - GAMLIN, Rebecca (Mrs)
Status: Completed
emailed response via econsult

Search Features

0 0 0 1 1 11 0 0 0 0 6 0 3 21 0 0 54 0 12:31

Example of New Journal



Wording not clear – as follows

Thanks for your econsult.

The mechanism of injury and nature of pain you describe, along with positional change/alleviation (wedge shoes), does suggest ligamentous injury.


The mainstays of treatment are rest (as far as possible) elevation when possible, and ice (put the foot sole down on ice for about 15 mins, 2-3 times a day).

Its ok to keep walking but try not to over do it or do anything too strenuous or heavy weight carrying.

If it does not settle the podiatrists can often help with insoles to shift the pattern of weight bearing in the foot to facilitate recovery.

Replies/task from the GP

- Open up the eConsult tasks on S1
- Open patient record
- Copy the task response from GP
- Check the spellings & punctuation of the GP message
- Find original eConsult email for that patient
- Click on the link that says “Send Patient a message”
- Select appropriate option – other if it’s a message from the GP to patient

- Start your message with “thank you for your eConsult” then paste in the GP reply
- End the message with Dr.....
- Select ‘Send message’
- Drag email from eConsult folder to eConsult – complete
- Go to New Journal on SystemOne, open the note icon, go to other details tab
- Under ‘Contact method’ select eConsultation & ok
- Paste response to patient into note box
- Select ‘Make this event clinically relevant’ and OK
-  click this icon on tool bar to launch eConsult template and select appropriate code and exact date
- Save patient records
- Update the task to say “replied via eConsult” and complete