Incorporating eConsult into PointClickCare: 
A Guide for Long-Term Care Homes 
Establishing eConsult Services
Purpose of this Guide

This guide is for long-term care homes establishing eConsult services. It provides an overview of the initial set up needed to facilitate an integrated workflow for using the eConsult service with the PointClickCare (PCC) platform. This workflow allows the physician or nurse practitioner to submit an eConsult case and make record of the case in PCC. It also allows for the option of implementing a delegate model for submitting eConsult cases. It may be adapted to a long term care home's existing systems and EMR platform.

Progress Notes in PointClickCare

Two new progress note types will need to be created in PointClickCare to facilitate an integrated workflow. The first should be for new eConsults (ex. “eConsult – New”) and the second for follow up content on an existing eConsult case, such as the response from the specialist or additional questions sent by the provider about the case (ex. “eConsult – Follow Up” or “eConsult – Response”).

Progress Note Type 1: New eConsult

Use the above image as an example for the New eConsult progress note type in PCC. Ensure there are fields for the specialty type and the requesting provider's question.
Progress Note Type 2: eConsult Follow Up

Use the above image as an example for the eConsult Follow Up progress note type in PCC. Simply ensure there is a text field to which the specialist's response can be copied.
Close Out Survey Form

When an eConsult case is closed, the provider is asked three questions and is given an opportunity to leave comments. If a delegate will be used to facilitate eConsult case submission on behalf of the physicians and nurse practitioners in your home, the delegates will submit the survey answers on behalf of the provider.

An efficient way of getting the provider’s responses for the Close Out Survey is to create a google form or equivalent that can be sent to them by email. An example is below. Once the form is completed, the delegate will transcribe their responses into the eConsult portal and close the case.
If you generate a form to gather providers’ responses for the Close Out Survey, please copy the text from the original survey directly. An image of the Close Out Survey is above, and the text is as follows.

**eConsult Close Out Survey Text**

<table>
<thead>
<tr>
<th>Form Name: eConsult Close Out Survey</th>
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**Description:** Your feedback on eConsult is instrumental in future directions and enhancements to this type of service. Please take a moment to choose the responses below that represent your views regarding this specific case:

1. **Which of the following best describes the outcome of this eConsult for your patient:**
   - o I was able to confirm a course of action that I originally had in mind
   - o I got good advice for a new or additional course of action
   - o I did not find the response very useful
   - o None of the above (please comment)

2. **As a result of this eConsult would you say that:**
   - o Referral was originally contemplated but now avoided at this stage
   - o Referral was originally contemplated and is still needed
   - o Referral was not originally contemplated and is still not needed
   - o Referral was not originally contemplated, but eConsult process resulted in a referral being initiated
   - o There was no particular benefit to using eConsult in this case
   - o Other (please comment)

3. **We would value any additional feedback you provide on the system/application:**
   (Comment Box)