

Neuro Interprofessional E-Consultations for Referral Staff

Intergy EHR, Ambulatory EDUCATION

Summary: Munson Healthcare Neurology is now offering Neuro Interprofessional E-Consults for headache patients. The consult replaces a patient visit with a neurologist. It involves a review of patient records by a neurologist with a written assessment sent to the ordering PCP and optional verbal discussion with the PCP. The consultations are billable; however, they do not establish a doctor-patient relationship. Turnaround time for these requests is typically within one or two weeks. Consults are addressed on Thursday afternoons 12:40 pm-4:20 pm.

When: March 21, 2023

Why the change: Neurology appointments are booked out for six months or more. Offering interprofessional e-consultations will improve access to care for headache patients.

Support: Ambulatory Informatics, 231-392-0229; Help Desk at 231-935-6053

Work Flow

1. PCP identifies the patient's need for a Neuro Interprofessional E-Consultation
2. PCP counsels the patient on the Neuro Interprofessional E-Consultation process:
 - It is a records review and assessment by the neurologist
 - Neurologist will provide a written assessment to the PCP
 - PCP will follow up with the patient
 - It is a billable service by the neurologist that may result in a copay or coinsurance
 - It is not a face-to-face visit and does not establish a doctor-patient relationship with the Neurologist
3. PCP obtains patient verbal consent for Neuro Interprofessional E-Consultation
4. PCP completes the Neuro Interprofessional E-Consultation form in Intergy EHR and assigns it to the referral clerk
5. PCP orders Neuro Interprofessional E-Consultation referral and assigns it to the referral clerk
6. Referral Clerk receives Neuro Interprofessional E-Consult referral order and Neuro Interprofessional E-Consultation form
7. Referral staff:
 - Verifies the Neuro Interprofessional E-Consultation form is completed by the provider
 - Locates supporting documentation
 - Verifies insurance
 - Sends urgent referrals via email to Dr. Austin
 - Sends the form, referral order, and supporting documentation via direct messaging or fax to Munson Healthcare Neurology
8. Neurologist reviews and responds within two weeks
 - If requested, verbal consultation is coordinated
9. Neurologist sends an interprofessional e-consult note to PCP
10. PCP follows up with patient