NECS Clinical Systems Specialist Team

SystmOne - Receiving & Processing eConsult Guide

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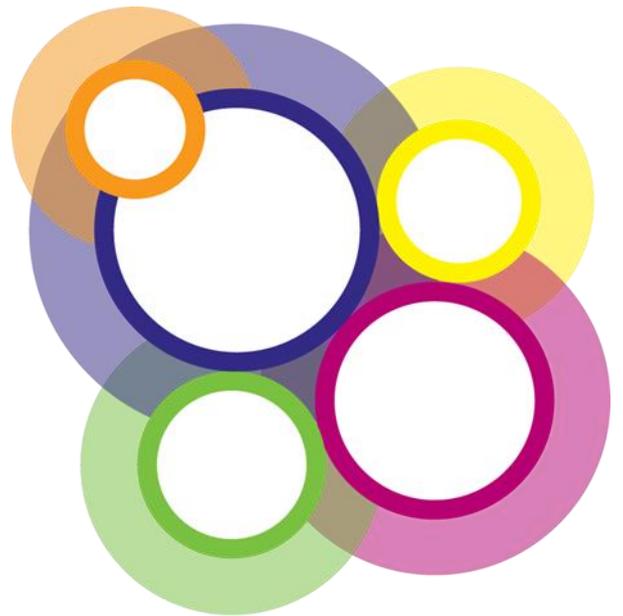
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Receiving an eConsult

Note: All system configurations must be complete prior to receiving eConsult queries from a patient. See your practice eConsult guidance for more information.

1. When an eConsult is received, this will display as a Task. Click **Tasks** from your active workspace on the SystmOne home page

2. The task can be viewed following one of the following methods:

   a. Double click on the task type **Incoming Discharge CDA Message** from the left side of the task window

   A list of eConsult tasks will display

   Note: if the system is unable to match the incoming message to an active patient, follow the guidance contained within the task.

   b. Click **Tasks** from your active workspace on the SystmOne home page and select **Task List**

   Click to locate your tasks from the left pane and select the task type of **Incoming Discharge CDA Message**

   A list of eConsult tasks will display
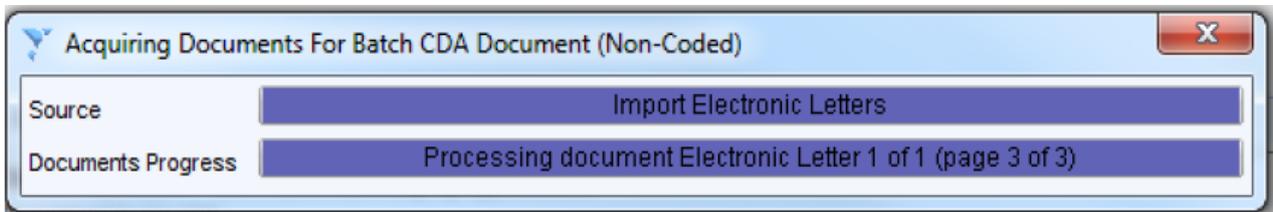
Processing an eConsult

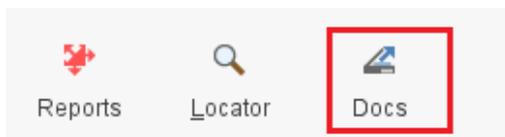1. Rick click on the appropriate task, select **Action**
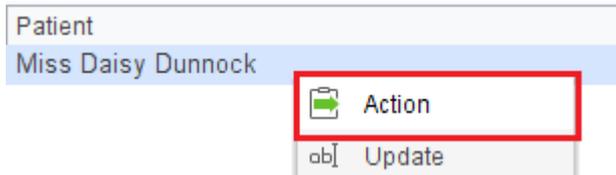
2. The document will start to import and the status of the task will change to **Completed**

3. The CDA message will now be available to process within **SystmOne Acquired Documents**

4. Access **Acquired Documents** following one of the following methods:

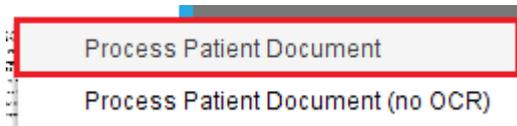   a. Click **Docs** quick jump button from the SystmOne home screen

   b. Click **Workflow**, click **Document Management** and select **Acquired Documents**
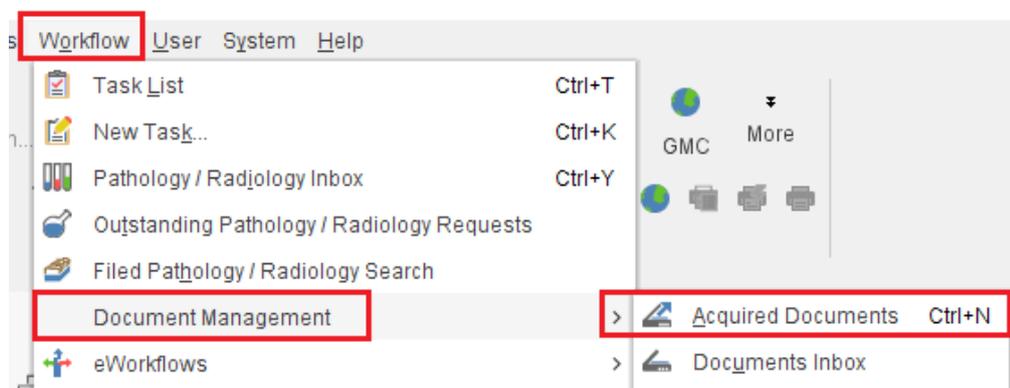
5. Locate the batch called **CDA Document (Non-Coded)** and take ownership

6. Right click on a document to process and select **Process Patient Document**

Process Patient Document
Process Patient Document (no OCR)

7. Using the preview window, ensure the correct **patient is matched**, click **Next**

8. Ensure the date is the **date** the practice received the eConsult, change the location to **Home** and select **eConsult** as the Type. Click **Next**

9. For the Sender Address, click the **head icon** to use the **patient details.** Click **Next**

10. For Recipient Address, click the **house icon** to use the **practice details**. Click **Next**
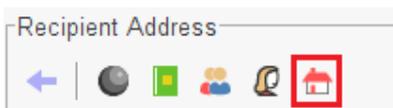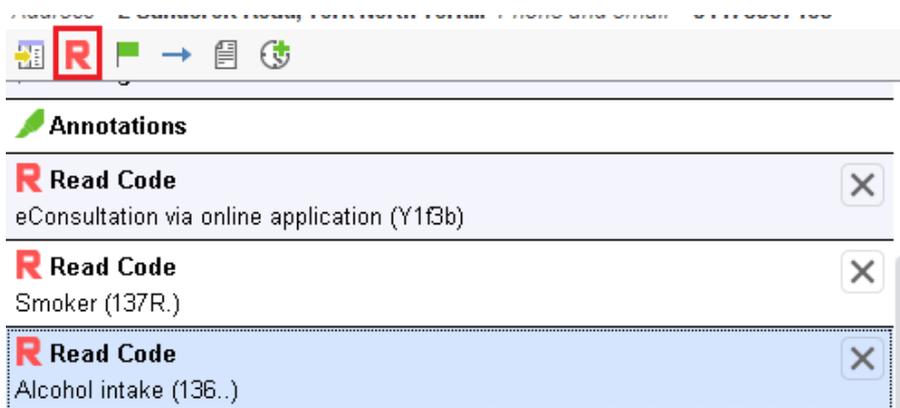

11. Click **Confirm**
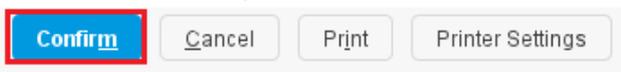
12. Click to add a **Read Code**, search and select **eConsultation via online application**, continue this process to add additional information for example smoking status, alcohol intake

    Note: This process is a practice decision as data entry templates can also be used to record information.


13. Click **Scan Action**

Scan Action
Save to complete later

14. Review the request and **forward** to the relevant **admin** or **GP Group.** Click **Ok** when done

Note: A practice process will need to be in place to review eConsult requests, some practices may book the patient into an eConsult appointment slot for the clinician to contact the patient via telephone, some may follow the process below.
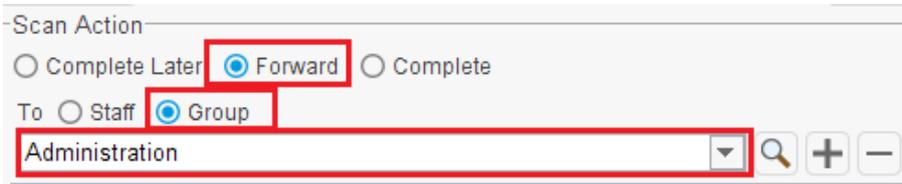

15. **Admin** to open the scanned document via the home page and action accordingly i.e. book a patient appointment etc. Click **Complete** to file the scanned document when done

16. **GP** to open the scanned document via the home page and respond to any necessary action via a **Task**, this will be sent to the appropriate admin team. Click **Complete** to file the scanned document when done

Responding to an eConsult

1. Access the **eConsult task**, check the spelling and punctuation of the message

2. Click to highlight the message content, right click and select **Copy**

3. Right click on the patient name and select **Retrieve Patient**
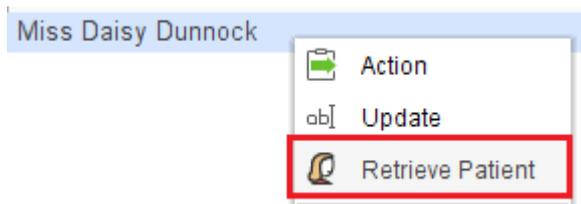
4. Click **Note** from the toolbar (this may be the large or small toolbar)
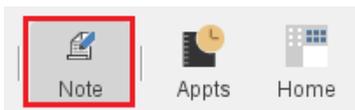
5. Right click and **Paste** the content of the task

6. Click **Other Details**, change the known staff member to the clinician who actioned the task, ensure the **Contact method** is changed to **eConsultation** and select **Clinically relevant**
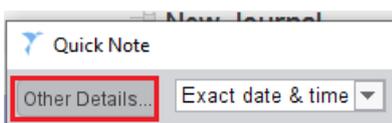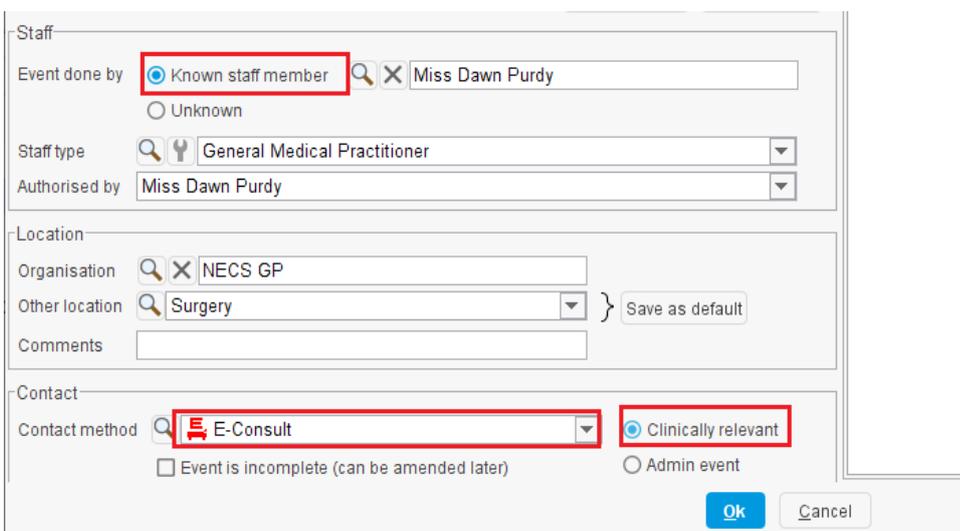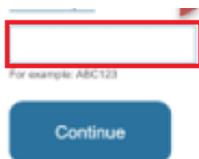

7. Click **Communications and Letters** from the clinical tree

8. Right click on the eConsult document and select **View Content**

9. In the blue box there will be a Pin Number**,** keep a note of this number

10. **Close** the eConsult Document, click **eConsult URL** from the toolbar

11. Enter the **Pin Number**

12. Select an appropriate option, select **write your own message** if this is a message from the GP to Patient

13. Start your message with "**Thank you for your eConsult**" then paste in the **GP reply**, ensure the ending of the message has the **GP Name**

14. Tick the box I confirm that there is no personal identifying or otherwise sensitive information in the message

15. Click **Send Message**

16. Return back to SystmOne

17. **Save** the patient record

18. **Update** the task to say **replied via eConsult**, change the status to **Complete**