Partnership HealthPlan of California

ACCESS TO ECONSULT SERVICES
STATEMENT OF INTEREST

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PROGRAM DESCRIPTION

Partnership HealthPlan of California (PHC) is pleased to retain Safety Net Connect (SNC) to provide the eConsult platform to primary care physicians (PCPs) across our network. PCPs will have the ability to request specialty consults using the eConsult platform for a variety of adult specialties. The eConsult program provides PCPs with the ability to electronically initiate specialty consults and receive specialty insight to care for patients. Sites that complete this application and submit back to eConsult@partnershiphp.org will be considered enrolled into PHC’s eConsult telehealth program.

History

Over the last 8 years, SNC and its partners provided a multitude of successful and nationally recognized web-based healthcare solutions that serve the underserved and Safety Net populations. eConsult is SNC’s web-based system, allowing PCPs and specialists to securely share health information and discuss patient care. This unique approach expands the capabilities and definition of telehealth, providing faster access to specialty care, while allowing patients to receive specialty care in their primary care office or medical home.

Specialties (Subject To Specialist Availability)

Specialties available through eConsult:

- Dermatology
- Endocrinology
- Gastroenterology
- Infectious Disease
- Hematology/Oncology
- Neurology
- Rheumatology
- Urology
- Pain Management
- Cardiology
- Nephrology
- Pulmonology
- Women’s Health

Contact econsult@partnershiphp.org
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.

Patient Eligibility

Eligible: Medi-Cal members, Medi-Medi, patients 21 years and older
Not eligible: California Children Services (CCS), private insurance in our region

Site Expectations

A. Sites enrolled in the eConsult program must attend and complete eConsult trainings as described in the training overview section of this application.

B. Providers and/or staff members utilizing eConsult must have their own unique email address for logging into the platform. Shared logins are not allowed.

C. Providers and/or site staff members utilizing eConsult must have access to an internet connection and a functioning PC, tablet, iPad, laptop or smart device with the ability to upload pictures and/or documents.

D. Providers and staff accessing the eConsult platform are encouraged to actively utilize eConsult and will be deactivated for non-utilization exceeding sixty (60) days. PHC’s telehealth team will contact the site’s main contact, providers and/or staff prior to deactivation.

E. Providers wanting to submit eConsults after being deactivated must contact eConsult@partnershipphp.org to be reactivated.

F. Providers and/or site staff utilizing eConsult, must submit and close an eConsult within five (5) business days from receiving specialist recommendations utilizing one of the following close codes below.

   i. Patient Needs Addressed
   ii. Pending Diagnostics
   iii. Pending Therapeutic Trial
   iv. Specialty Change
   v. Cancelled
   vi. Patient Declined Care

G. If a provider and/or staff member from the site does not close an eConsult within five (5) business days, PHC’s program coordinator will close the consult as “PCP
Unresponsive” after three (3) tried attempts to contact the provider/staff member. The provider/staff member will have to resubmit the consult.

H. Specialist will close an eConsult as “Refer for Face to Face Visit” if the clinical question cannot be addressed with the given information/details provided or if the Specialist feels that the patient has needs that can only be assessed by the Specialist in person.

I. Specialist will make recommendations to those clinical questions submitted based on the information and documentation provided or the specialist will request additional labs, images or x-rays be provided before a recommendation can be made.

J. Providers and/or staff members requiring access to the eConsult platform and/or as staff changes occur at a site will need to be communicated to eConsult@partnershiphp.org.

Recommendations

A. Sites utilizing the eConsult platform are encouraged to submit eConsults for the specialties available prior to referring patients for face-to-face specialist visits.

B. Utilizing eConsult to triage and follow-up on patient care can assist providers and patients in the elimination of inappropriate specialist visits and limit encounters to the emergency room.

C. Providers and staff are encouraged to save and/or print the eConsult specialist recommendation, and upload it to the patients EHR.

D. Specialist recommendations should be printed and attached to scripts as needed.

Training Overview

A. **Initial kick off meeting via WebEx (1-1.5 hours)**

   Kickoff meeting will need to include the sites leadership/decision makers (i.e: CEO, COO, CMO, Site Management) and referral staff.

   **Outcome:**
   i. An overview of eConsult primary functions and available specialties
   ii. Review of the sites current state referral workflow process
   iii. Development of the sites future state referral workflow inclusive of eConsult process
   iv. A brief discussion about SNC’s training approach and review of the staff orientation process

B. **Staff Orientation via WebEx (1 hour)**

   Orientation will need to include all site staff participating in the eConsult process.
Outcome:
  i. Education about the eConsult platform
  ii. A review of the newly established eConsult workflow developed in the initial kick off meeting
  iii. A chance for all eConsult users to ask questions about the system, processes, and implementation plan

C. Hands-On training & Implementation via WebEx (1-1.5 hours)
Implementation training will need to include all providers and staff members that will access the eConsult platform.

Outcome:
  i. Hands on training in the eConsult platform
  ii. Users with individual login and sign-on credentials
  iii. Access to the live eConsult environment for real-time submission
APPLICATION AND QUESTIONNAIRE

PCP Organization: ________________________________

Site Address: ____________________________________

City: __________ State: ___ Zip Code: __________ County: __________________

Primary Contact: ______________________ Phone: ______________________

Email: __________________________ Fax Number: ______________________

Number of capitated Partnership HealthPlan (PHC) patients: __________

eConsult Program Contacts*

Office Manager: _______________ Email: _______________ Phone: __________

Medical Director: _______________ Email: _______________ Phone: __________

Telehealth Coordinator: __________ Email: _______________ Phone: __________

IT Staff: ________________________ Email: _______________ Phone: __________

*The team members identified above will be the main points of contact for eConsult implementation.

A. Please attach the list of all providers and/or staff team members who will have access to the eConsult platform. The list will need to include the following details about each user.

   i. First Name       iv. Secondary Email (optional)
   ii. Last Name       v. Role (i.e: Staff or PCP)
   iii. Primary Email

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

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

☐ Windows 10
☐ Windows 8 or 8.1
☐ Windows 7
☐ Windows Vista
☐ Windows XP
☐ Windows 2010
☐ Windows 2003
☐ Windows 2000
☐ Linux
☐ Mac
☐ Other: ______________

B. 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: ______________

C. Is the internet browser on devices/computers able to be updated minimum requirements (Internet Explorer 10 / Mozilla Firefox 40.02) or above?

☐ Yes
☐ No

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

☐ Yes, please describe: ________________________________
☐ No

F. Are there any limitations or restrictions for scanning capabilities?

☐ Yes, please describe: ________________________________
☐ No

G. Do providers and/or staff members utilizing eConsult have proper internet access?

☐ Yes – All have internet access
☐ No – Providers only
☐ No – Staff members only

H. Do providers and/or staff members utilizing eConsult have individual email addresses?

☐ Yes – All have internet access
☐ No – Providers only
☐ No – Staff members only

I. Will providers and/or staff members have access to WebEx for training?

☐ Yes – All have internet access
☐ No – Providers only
☐ No – Staff members only

J. How many devices will be available during training? ________

K. What is the status of your site’s EHR implementation?

☐ Selecting a system
☐ In the process of implementing a system: System: _________ Go Live Date: ___________
☐ Currently live on a system: System: ________________ Go Live Date: ___________

L. Does your site use any other health information technology?

☐ None
☐ 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**

A. Will the site have an IT staff member available on eConsult training days?
   - Yes
   - No

B. Will functional devices be available for every user during eConsult training?
   - Yes
   - No

C. Where will the devices be located for eConsult training?
   - Conference room
   - Lunch room
   - Exam room
   - PCP office
   - Portable device
   - Other, please describe: ________________________________

D. Will the devices used for eConsult training have access to organizational email?
   - Yes
   - No

E. Is there a projector or large video screen available to use for eConsult training, if needed?
   - Yes
   - No
**Specialty Interest**

Please check each specialty service needed/interested in starting with. NOTE: Specialties listed below are subject to availability. Please refer to the current list of available specialties on page one of this application.

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<th>✓</th>
<th>SPECIALTY</th>
<th>ESTIMATED # PATIENTS PER SERVICE</th>
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<th>SPECIALTY</th>
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