

## Guide to sending an RFA to Mater eConsultant

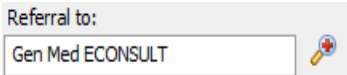


**Suitable for patients (>16 years) that would normally be sent to adult, outpatients (category 1-3).**

Do not need to be a Mater patient. NOW AVAILABLE - **Cardiology, Dermatology (adults and children), Endocrinology, Respiratory/sleep, Neurology, Infectious diseases, Renal and Obstetric-Medicine.**

With Medical Objects running

From the patient file select File > New Document.

Select the template ECONSULT Request for Specialist Advice by double clicking on the template name: Medical Objects codes CE4101000RT (cardiology), EE4101000WW (endocrinology), DE4101000K9 (dermatology), RE4101000TH (respiratory), NE410100025 (nephrology), NE41010008F (neurology), IE4101000UC (infectious diseases) & OE41010005A (obstetric medicine)

1. Select items for the RFA: patient demographics, medical history, current conditions, social and family history and pathology/investigation results if required.
2. Enter detail about the reason for seeking advice: 1-2 specific questions to the specialist.
3. Select all and then copy the template (Ctrl + A then Ctrl + C).
4. The *Referral Client Trinity* will recognise the template and will pop up a large “M” on the screen (bottom right corner).
5. Double click the “M” icon to open the referral window.
6. The referral details should auto-populate, and the Message Preview window will be displayed.
7. If details did not auto populate, search for ECONSULT  & select Send 
8. If you wish **to send correspondence or a photo** (as a pdf) with an RFA there is an option to **send a second message with only PDF attachments**: right click on the little “m” symbol in taskbar & select “create new message (PDF)”. Images should be imported to word and saved as a pdf before sending if using Best Practice or Medical Director version 3.0. For Medical Director version 4.0 photos can be included in the RFA (ensure the photo is positioned above your sign off signature).
9. GPs to check for a reply from the Mater eConsultant. Replies will be received through Medical Objects and appear in the doctors Inbox. 
10. Replies should be received within 3 working days. Note: A reply may include a request for additional information.
11. Upon reviewing the reply, the GP is to take action to follow up with the patient to discuss the information provided by the Specialist.
12. The GP is to record the patient outcomes on the patient file as is usual practice

# Why eConsultant?

- Access to specialist input for patients
- Avoid long wait times
- Save patients travel & time for OPD appointments
- Receive a response in an average of 2 days



Patient consults with GP who completes a request for advice (RFA)

GP sends eConsultant a RFA

Via secure messaging

eConsultant responds to RFA



eConsultant specialist reviews RFA



Diagnosis



Monitoring



Management

**Select eConsult on the practice referral software**