

Guide to sending an RFA to Mater eConsultant

Suitable for patients that would normally be sent to adult, outpatients (category 1–3).

Overview

- *Patients do not need to be receiving services from Mater Hospital/do not need to be Mater patients.*
- *General Medicine, Dermatology and Endocrinology. (General medicine eConsultant accepts RFA relating to all adult physician subspecialty areas defined by the RACP except dermatology) NOW Available*
- *72 hour turn around response time*
- *Utilisation of current medical software*

Step by step Guide:

With Medical Objects running:

1. From the patient file select File > New Document.
2. Select the template ECONSULT Request for Specialist Advice by double clicking on the template name: Medical Objects codes GE4101000K0 (general medicine), EE4101000WW (endocrinology) & DE4101000K9 (dermatology).
3. Select items for the RFA: patient demographics, medical history, current conditions, social and family history and pathology/investigation results if required.
4. Enter detail about the reason for seeking advice: 1-2 specific questions to the specialist.
5. Select all and then copy the template (Ctrl + A then Ctrl + C).
6. The Referral Client Trinity will recognise the template and will pop up a large "M" on the screen (bottom right corner).
7. Double click the "M" icon to open the referral window.
8. The referral details should auto-populate, and the Message Preview window will be displayed.
9. If details did not auto populate, search for ECONSULT & select Send
10. 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.
11. GPs to check for a reply from the Mater eConsultant. Replies will be received through Medical Objects and appear in the doctors Inbox.
12. Replies should be received within 3 working days. Note: A reply may include a request for additional information.
13. Upon reviewing the reply, the GP is to take action to follow up with the patient to discuss the information provided by the Specialist.
14. The GP is to record the patient outcomes on the patient file as is usual practice.