The Indian Health Service

Consults

RPMS EHR
Electronic Health Record

Superior Health Information Management
Now and for the Future

Consults- Things to Consider

- Do not confuse with "Referrals" (RCIS)
- What information needs to be on the Consult Request Template?
- Who receives the consult? Team or individual?
- "To print or not to print" consult request
- Completed (finished) "administratively"?
- Completed (finished) "clinically"- with a note?
- Turn on Consult Notifications for Providers?
- Who will use the Consult Reports to track incomplete Consults?

Steps in Setting up a Consult
* denotes optional steps

- *Create Team: **CPRS>PE>LI**

- Setup Consult Service: **Consults>SS**

- Create Consult Note Title:
  TIU>TMM>DDM>DDM3

- Create Consult Request Template:
   EHR>Note Tab

- Move template into Consult Reasons for Requests
  File Drawer and attach to Consult Service:
  EHR>Note Tab
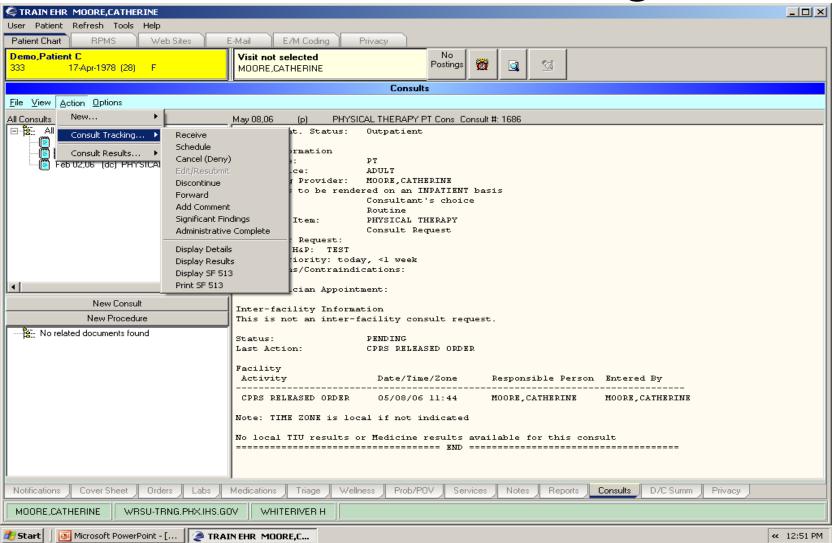
Steps in Setting up a Consult

- *Create Consult Quick Order- **CPRS>PE>MM>QO**
- Put Quick Order on Order Tab: **CPRS>PE>MM>MN**
- Create Note Template for Consult Note
- *Attach Note Template to Note Title
- *Turn on Consult Notifications
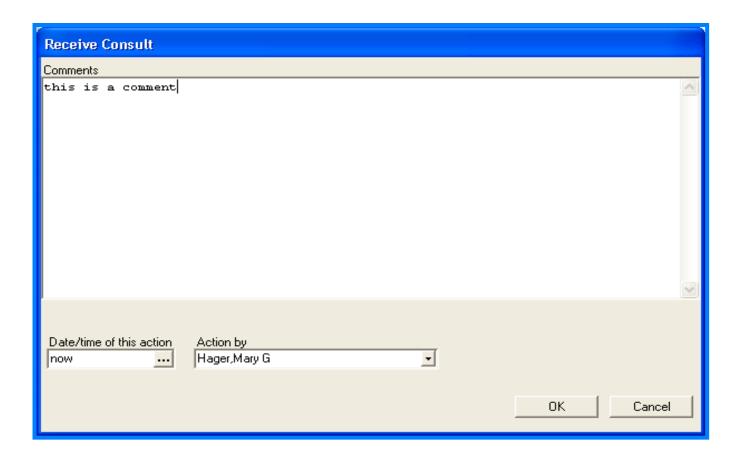
Test Your New Consult

- **Test, Test, Test**
  - Does your consult QO work?
  - Did your consult request print?
  - Did your team members get the notification?
  - Can the team members use the Consult Tracking to update the consult request?
  - Can the team members administratively close the consult?
  - Does the provider get the notifications when the consult is updated?
  - Does the consult note title bring up the template?
  - Are the team members able to write a note on the note tab and close the consult?
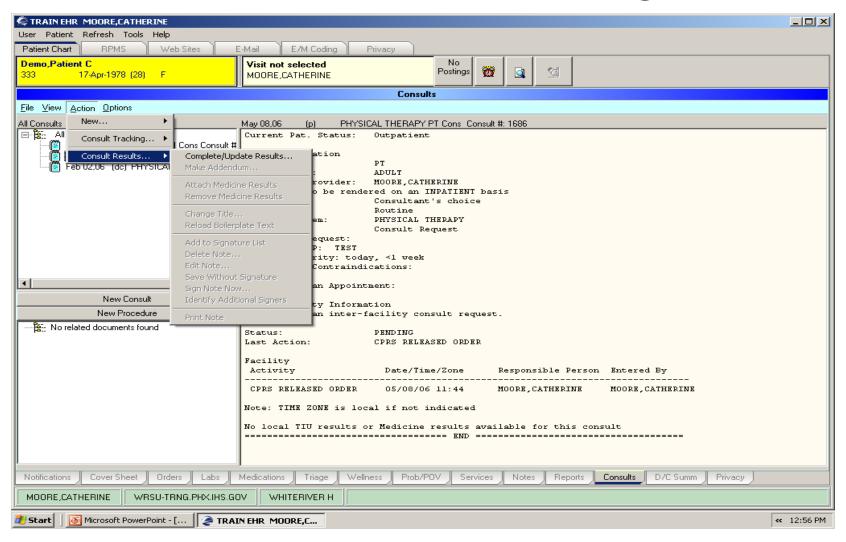 - Can the provider view the note on either the Consult or Notes Tab?
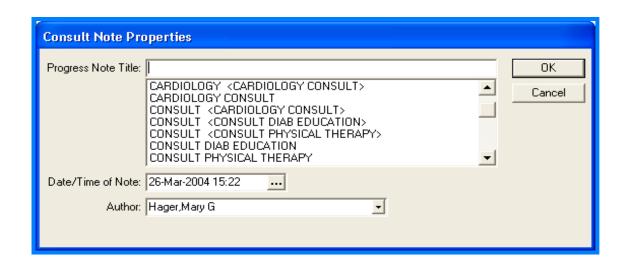
Consult - Tracking

Consult Action
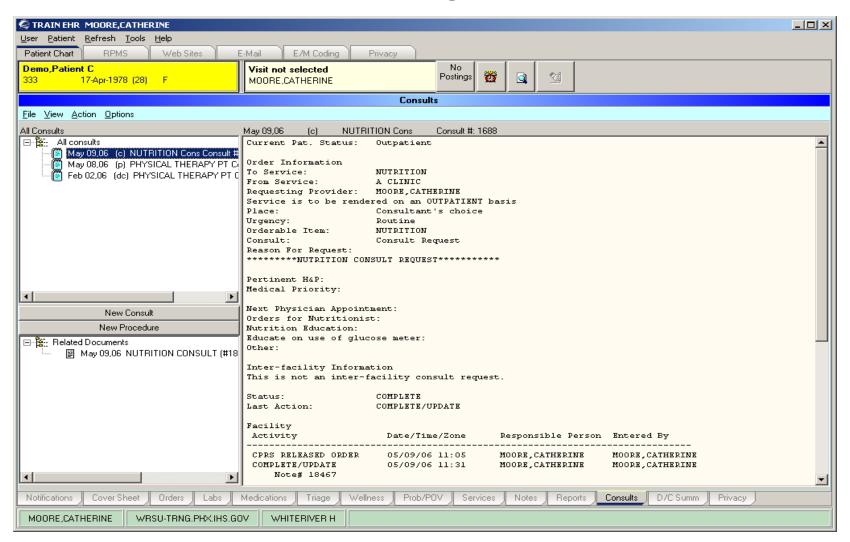
Consult - Finishing
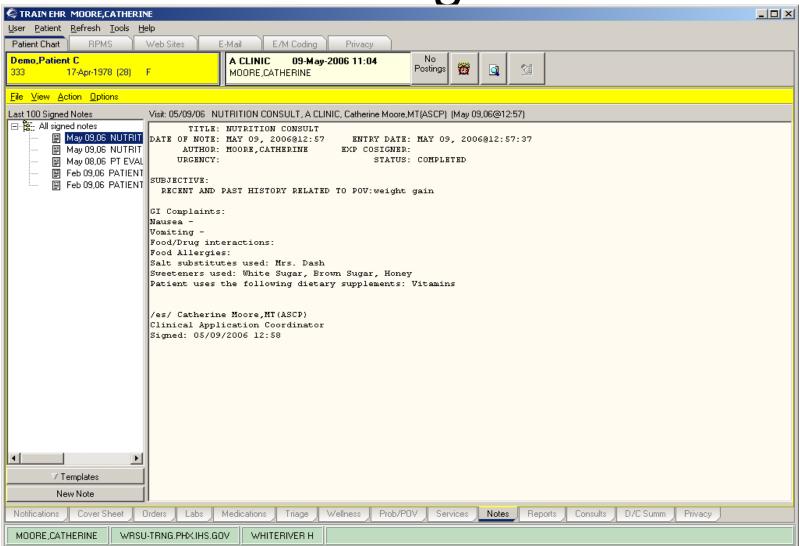
Consult Results – Note Titles
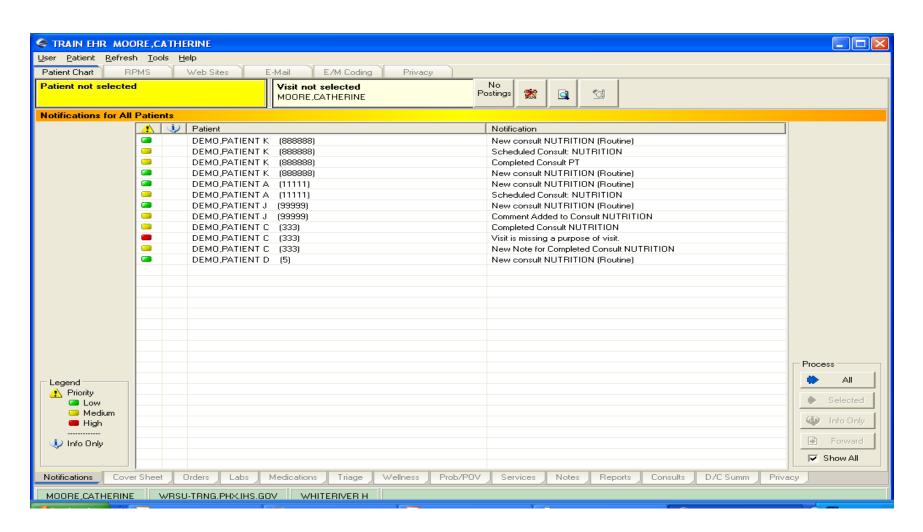

- Special document class exists for consult note titles

Consults – Viewing on Consult Tab

Consults Viewing on Note Tab

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Notifications for Consults

Consults - Reports

ST   Completion Time Statistics

PC   Service Consults Pending Resolution

CC   Service Consults Completed

CP   Service Consults Completed or Pending

NU   Service Consults with Consults Numbers

SC   Service Consults By Status

         Print Completion Time Statistics Report

         Print Service Consults by Status

Consults Reports

- Reports work on
  - Service
  - Status
  - Dates
- Reports only available in roll-and-scroll
- Gives effective statistics on numbers of consults and completion rates

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Questions and Discussion

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