# How to communicate completed consults
# with the PCP (and other referring doctors)

The EMR committee suggests the following method to notify referring providers of a completed consult. The providers are, in general, not aware of the "Action" function in ECW, but a lot of the front office staff and billing staff use this function every day. It takes about 15-30 seconds to set this up – faster than walking to the fax machine and punching in a phone number!

To start an action, right or left click ON the "T" in the telephone message jelly bean (NOT on the jelly bean, but on the "T" next to the jelly bean). The screen shot to the right is what you should see.
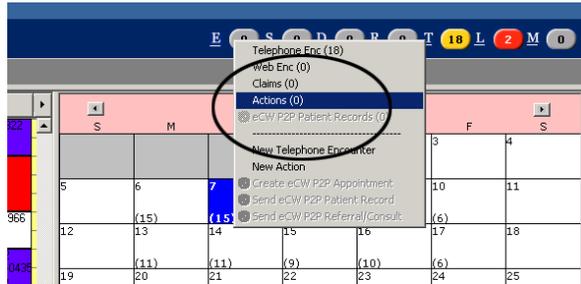
Choose a new action.
Then select the patient being seen by the specialist (black ellipse below). Select the action type = "Referral" (red ellipse). Select the subject – for example, "Referral completed" (in the black rectangle below).

Assign to the PCP (or if there is another referring provider, assign it to them as well – but ALL consults should go to the PCP, even if another provider actually sent the referral). Set that status as "In Progress" (red rectangle).
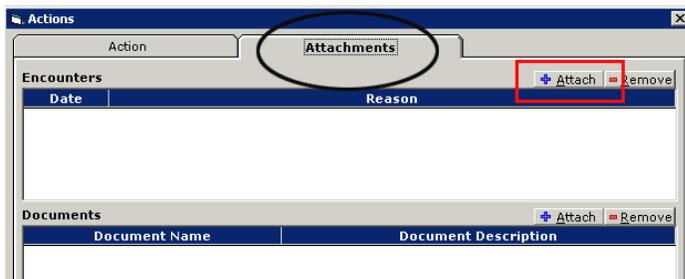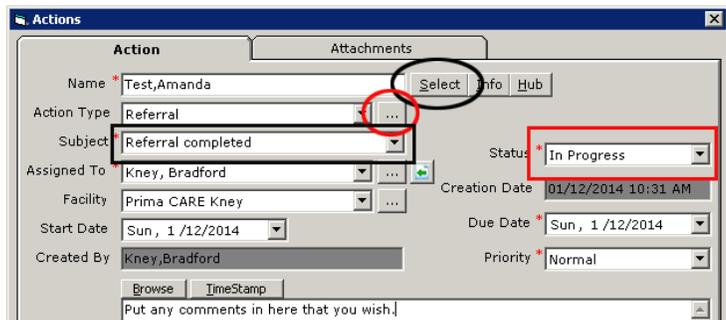
Now click the "Attachments" tab (black ellipse) and then the "Attach" button on the encounters section (red rectangle). This opens you to the patient encounters.

Choose the current consultant encounter (check the BOX next to the encounter as seen in this screen shot). Click "OK", and then "OK again in the Action box.
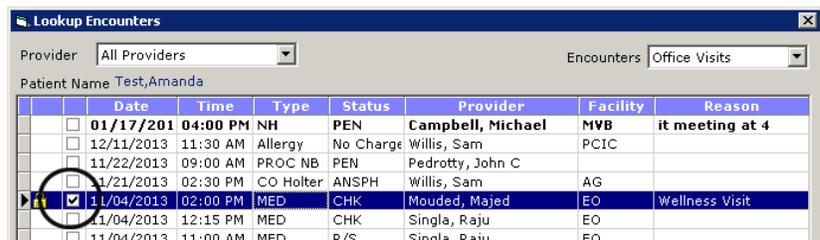
The PCP will then find the action in his/her "T" jelly bean. After clicking on the "Test Amanda" patient in the example below, you will see the Action box again.

The PCP has a few ways to view the consult. He/she can simply click on the attachment, or go to the patient's hub and view encounters.

After reviewing the consult, set the action as completed, and it will disappear from your jelly bean.

Given the limitations of ECW, this appears to be the best workflow. In the future, we hope ECW might incorporate a "CC" button on the notes, so they will be automatically sent to the referring provider(s). For now, please use the Action function to notify referring providers of a completed consult.

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