How to Answer E-Consults

Jay-Ileen (Ai) - 2023-07-18 - VSee Clinic for Providers

What is an E-Consult or Asynchronous Visit?

A Patient can submit a medical inquiry as an e-Consult (or asynchronous message/chat) without the need for a videocall visit with Provider.

There are two locations in the VSee Clinic where you can view and accept the e-consult request.

- View from the Dashboard
- View from Patients tab

For shared clinics, a patient can send an e-consult without a preferred Provider who would answer it.

- Accept an E-Consult in a Multi-Provider Clinic

Scope and Limitations

Related Article

Viewing From the Dashboard

1. Click on any of the links (Visit #/Visit status-assignment). You will be routed to the Patient information page and can view the visit details.

2. Check the medical inquiry of the Patient in the chief complaint or reason for the visit field.

3. Click the **Notes** tab.

4. Scroll down the SOAP Notes section and answer the e-Consult under the Patient Instructions field. You can also attach a file. You may save it for later or click the **Sign & Send** button to submit the answer.

Dashboard · Patients · Schedule · Health · e-Rx

Sarah Miller ▾

Brianna Williams
Age 27, Jan 01, 1995
brianna.williams.forever@gmail.com
☑ Edit

Open Visits   ✚ Create New Visit

Visit #19983636   ⏱ Tue, 01/04/2022 04:30 PM
Pending Note Pending Payment

Visit #19983491   ⏱ Tue, 01/04/2022 04:24 PM
Pending Note Pending Payment

| Visits | Health | Medical History | Allergies | Medications | Documents |

All Visits ❯ Visit #20379191
⏱ Today 02:59 PM · 🎥 Visit type:E-Consult · 💳 · ⓘ eConsult · Status: Completed

⬇

🖥 Intake

📄 Notes

$ Payment

NOTES: Last update time: 01/20/2022 03:10 PM   Modifier: Sarah Miller
Past Medical History   Last updated at 11/29/2021 09:44 AM by Brianna Williams
- Arthritis
- Depression/anxiety
- Heart problems

Past Surgeries   Last updated at 11/29/2021 09:44 AM by Brianna Williams
No Known Past Surgeries

Social History ☑ Edit

Health Habits ☑ Edit

Family History ☑ Edit

Medications ☑ Edit   Last updated at 11/29/2021 09:44 AM by Brianna Williams
No Known Medications

Allergies ☑ Edit   Last updated at 11/29/2021 09:44 AM by Brianna Williams
No Known Allergies

New Prescriptions ☑ Edit

Preferred Pharmacy ☑ Edit
A & A Infusion & Specialty Pharmacy Belzoni , 124 E Jackson St, Belzoni, MS, 39038 , 6622473530

Subjective(optional)   Note Templates ▾

Objective(optional)   Note Templates ▾

Assessment(optional)   Note Templates ▾

Plan(optional)   Note Templates ▾

5. Click **Complete Visit**.
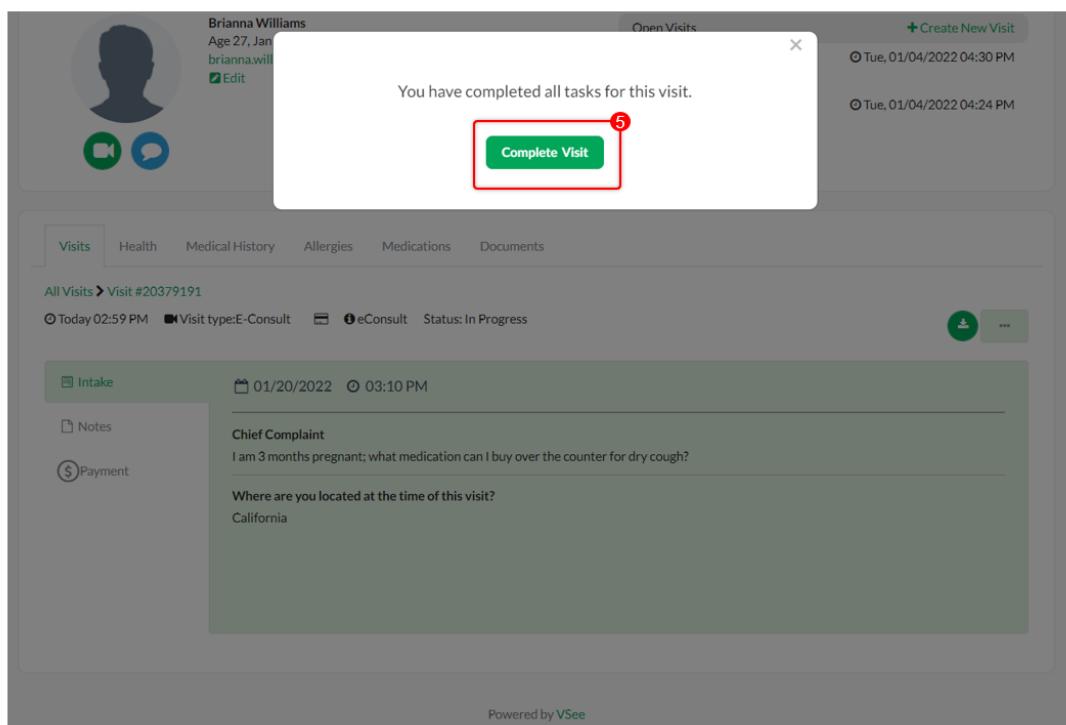
Viewing From Patients Tab

The Provider dashboard only shows a maximum of 3 of the most recent e-Consults of the clinic. To view all of the e-Consults;

1. Click on **Patients** tab.

2. Go to **All Visits** tab.

3. Scroll through the visits under Type column, locate the E-Consult request.

Note: If there are multiple recent video consultations in the clinic, click the **arrow button down** under Type column until it shows E-Consult visits at the top of the list.

4. Hit the right arrow key of the keyboard until you can see the Action column, then click on **View.**

5. Once in the Patient Information page, click **Notes** tab to answer the e-Consult.

The same steps apply: [Viewing From the Dashboard](#)

Accepting an E-Consult in a Multi-Provider Clinic

If a Patient submitted an e-Consult without a preferred provider in a shared clinic, any Provider can choose to accept it by clicking on the **Accept E-Consult** button located under the E-Consult field in the Dashboard.

You will see a pop-up notification that the E-Consult has been assigned to you. Click **OK**.

You may start answering the e-Consult once it has been assigned to you.
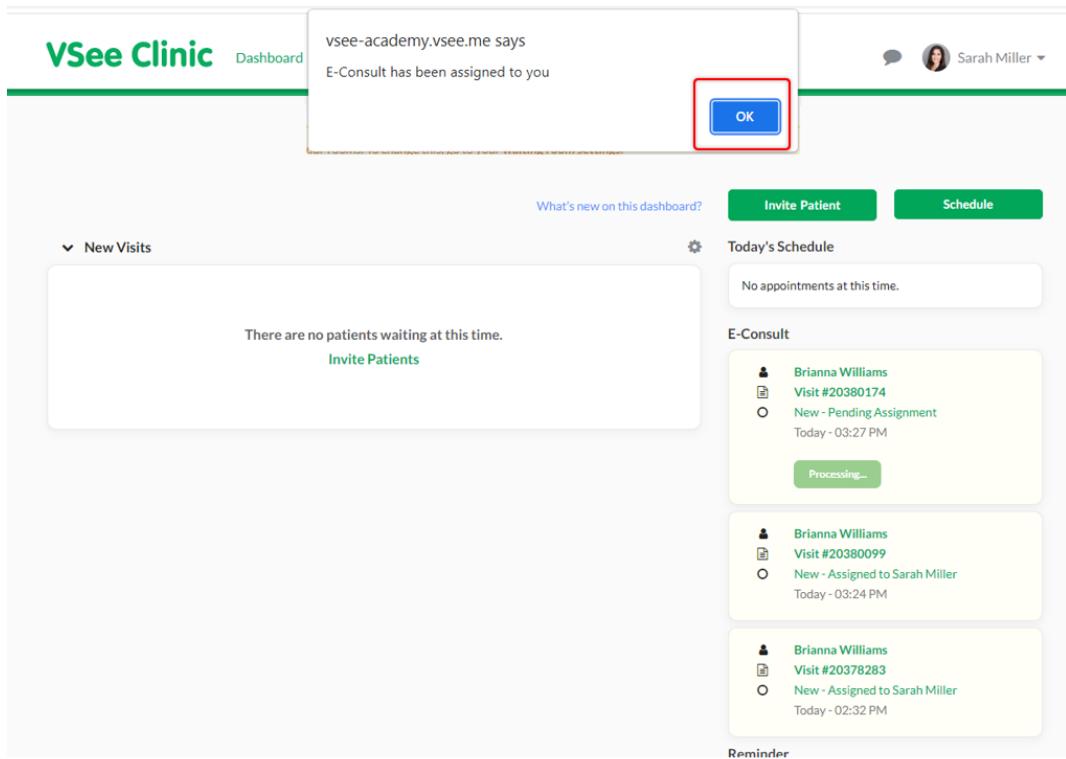
Note: If you are expecting an influx of e-Consult requests, you may view all of them via Patients tab; check **Viewing All E-Consult Requests**.

Scope and Limitations

- Only available in VSee Clinic Enterprise account
- Not available in VSee Messenger app

- Dashboard shows a maximum of 3 e-Consults

- Please reach out to your Account Manager if you want to have this feature enabled.

Related article:

E-Consult Settings

For further assistance, please contact us here.

Last updated on: 25 Jan, 2022

- Tags
- asynchronous visit
- e-consult
- econsult