

How to Answer E-Consults

Jay-Ileen (AI) - 2023-07-17 - 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.

The screenshot shows the VSee Clinic dashboard. At the top, there are navigation links for Dashboard, Patients, Schedule, Health, and e-Rx. The user's name, Sarah Miller, is in the top right. Below the navigation bar, there are two buttons: 'Invite Patient' and 'Schedule'. A section titled 'New Visits' contains a message: 'There are no patients waiting at this time. Invite Patients'. To the right, 'Today's Schedule' shows 'No appointments at this time.' Below that, the 'E-Consult' section lists three entries for Brianna Williams. The first entry, 'Visit #20379191', is highlighted with a red box and a red circle with the number '1'. The other two entries are 'Visit #20378283' and 'Visit #20375202'. At the bottom of the E-Consult section, the word 'Reminder' is partially visible.

2. Check the medical inquiry of the Patient in the chief complaint or reason for the visit field.
3. Click the **Notes** tab.

The screenshot shows the patient profile for Brianna Williams. The profile includes her name, age (27), date of birth (Jan 01, 1995), and email address (brianna.williams.forever@gmail.com). There are icons for video chat and messaging. To the right, there is a section for 'Open Visits' with two entries: 'Visit #19983636' and 'Visit #19983491', both with 'Pending Note' and 'Pending Payment' status. Below the profile, there are tabs for 'Visits', 'Health', 'Medical History', 'Allergies', 'Medications', and 'Documents'. The 'Visits' tab is selected, showing 'All Visits > Visit #20379191'. Below this, there are icons for 'Intake', 'Notes', and 'Payment'. The 'Notes' tab is highlighted with a red box and a red circle with the number '3'. The 'Intake' section shows the date '01/20/2022' and time '02:59 PM'. The 'Chief Complaint' field is highlighted with a red box and a red circle with the number '2', containing the text: 'I am 3 months pregnant; what medication can I buy over the counter for dry cough?'. Below the chief complaint, there is a field for 'Where are you located at the time of this visit?' with the answer 'California'.

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.



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](#)

Diagnosis(optional) Note Templates ▾

Patient Instructions(optional) Note Templates ▾

Take Dextromethorphan Robitussin 120 mg in 24 hours.

Uploaded Files(optional)

Drag and Drop files here
Or [Click Here](#) to browse files

medicine.jpg (73K) x

Save Sign & Send

5. Click **Complete Visit**.

Brianna Williams
Age 27, Jan
brianna.williams
Edit

Open Visits + Create New Visit

Tue, 01/04/2022 04:30 PM
Tue, 01/04/2022 04:24 PM

You have completed all tasks for this visit.

Complete Visit

Visits Health Medical History Allergies Medications Documents

All Visits > Visit #20379191

Today 02:59 PM Visit type:E-Consult eConsult Status: In Progress

Intake 01/20/2022 03:10 PM

Notes

Payment

Chief Complaint
I am 3 months pregnant; what medication can I buy over the counter for dry cough?

Where are you located at the time of this visit?
California

Powered by VSee

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.

VSee Clinic Dashboard Patients Schedule Health e-Rx Sarah Miller

What's new on this dashboard? Invite Patient Schedule

▼ New Visits

There are no patients waiting at this time.
Invite Patients

Today's Schedule
No appointments at this time.

E-Consult

- Brianna Williams
Visit #20378283
New - Assigned to Sarah Miller
Today - 02:32 PM
- Brianna Williams
Visit #20375202
New - Assigned to Sarah Miller
Today - 01:13 PM
- Brianna Williams
Visit #20366510
New - Assigned to Sarah Miller
Today - 10:01 AM

Reminder

- Aileen White

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

VSee Clinic Dashboard Patients Schedule Health e-Rx Sarah Miller

Patients All Visits

Show: All Only my patients Hidden patients Invite Patient

Show 25 entries Search: 0 selected

Name	Gender	Age	Email	Phone Number	Rooms	Date of Last Visit	Action	<input type="checkbox"/>
Ai Test	Female	27 years			Training	01/11/2022 11:06 AM		<input type="checkbox"/>
Aileen White	Female	26 years	ileen.test@gmail.com	+1 209-333-6451	Angel Kids Pediatrics Quest HealthConnect Clinic - Training VSee Academy Clinic Eversound Clinic Training Jay-Ileen's Clinic Jay-Ileen's Basic VSee Clinic UAT for See First MD Jayson Alfaró's Waiting Room ChronicCare 360 Caloptima Test Waiting Room Quest HealthConnect Clinic UAT for Beach eClinic Clone of Better Days to Come VA's Clinic	01/19/2022 10:25 AM		<input type="checkbox"/>

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.

Patients All Visits

Show 25 entries

Search:

Visit Time	Patient	Waiting Room	Provider	Gender	Age	Email	Visit Status	Visit Type	Charge Amount	Payme Status
10/20/2021 09:00 PM ID: 18646031	Jane (Guest)	Clone of Better Days to Come VA's Clinic		Female	27		New	E-Consult	USD 0	No payment required
10/28/2021 01:45 PM ID: 18790529	Aileen White	Clone of Better Days to Come VA's Clinic	Sarah Miller, M.D.	Female	26	ileen.test@gmail.com	Completed	E-Consult	USD 0	No payment required
11/02/2021 06:46 PM ID: 18874795	VSee Test Edward	UAT Room	Sarah Miller, M.D.	Male	36	edward+001.patient@vseelab.com	Pending Completion	E-Consult	USD 0	No payment required
11/02/2021 08:16 PM ID: 18875211	VSee Test Edward	UAT Room	Sarah Miller, M.D.	Male	36	edward+001.patient@vseelab.com	New	E-Consult	USD 0	No payment required
12/03/2021 04:17 PM ID: 19436724	Brianna Williams	UAT MyVCare	Sarah Miller, M.D.		27	brianna.williams.forever@gmail.com	Completed	E-Consult	USD 0	No payment required

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

Patients All Visits

Show 25 entries


Search:

Provider	Gender	Age	Email	Visit Status	Visit Type	Charge Amount	Payment Status	Call Duration	Action
	Female	27		New	E-Consult	USD 0	No payment required.		View
Sarah Miller, M.D.	Female	26	ileen.test@gmail.com	Completed	E-Consult	USD 0	No payment required.		View
Sarah Miller, M.D.	Male	36	edward+001.patient@vseelab.com	Pending Completion	E-Consult	USD 0	No payment required.		View
Sarah Miller, M.D.	Male	36	edward+001.patient@vseelab.com	New	E-Consult	USD 0	No payment required.		View
Sarah Miller, M.D.		27	brianna.williams.forever@gmail.com	Completed	E-Consult	USD 0	No payment required.		View

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

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

VSee Clinic Dashboard Patients Schedule 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 Checkout

Visits Medical History Allergies Medications Documents

[All Visits](#) > Visit #19436724

Fri, 12/03/2021 04:17 PM Visit type: E-Consult eConsult Status: Completed

Intake

Notes

Payment

12/08/2021 11:50 AM

Chief Complaint
I am 3 months pregnant; what medication can I buy over the counter for dry cough?

The patient gave consent to participate in this Telemedicine Consultation.
Yes

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.

VSee Clinic Dashboard Patients Schedule Health e-Rx Sarah Miller

What's new on this dashboard?

[Invite Patient](#) [Schedule](#)

Today's Schedule

No appointments at this time.

▼ New Visits

There are no patients waiting at this time.

[Invite Patients](#)

E-Consult

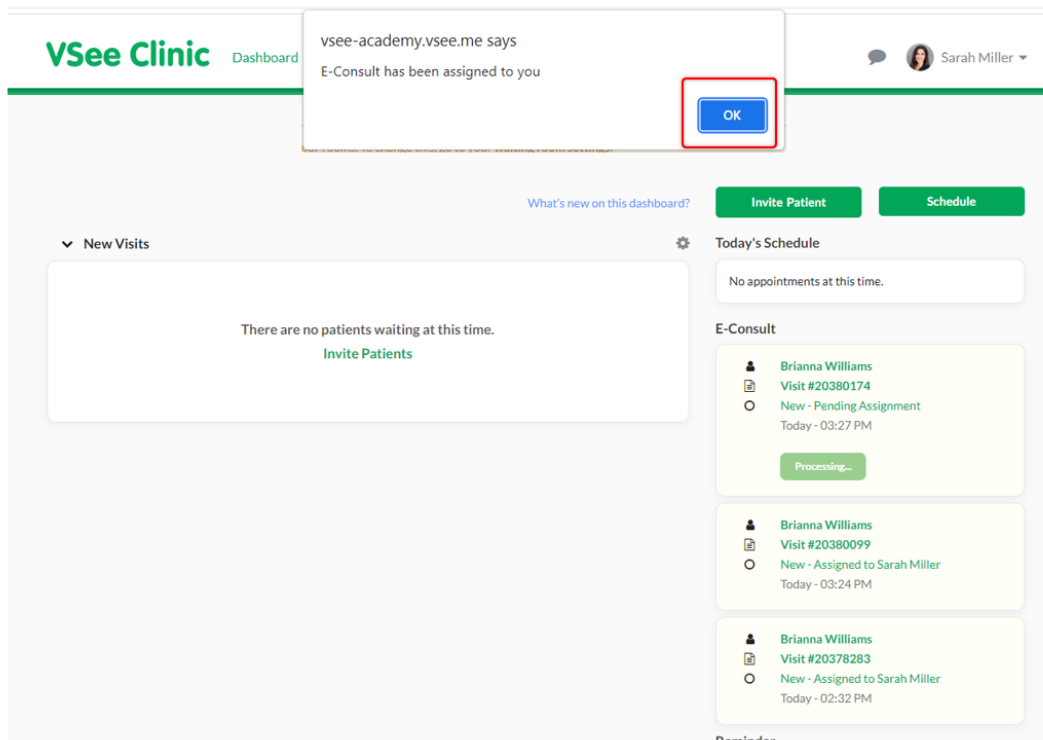
Brianna Williams
Visit #20366510
New - Pending Assignment
Today - 10:01 AM

[Accept E-Consult](#)

Brianna Williams
Visit #20365634
New - Assigned to Sarah Miller
Today - 09:54 AM

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