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## 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.

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 #20379191  
New - Assigned to Sarah Miller  
Today - 02:59 PM

**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

**Reminder**

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

3. Click the **Notes** tab.

**VSee Clinic** Dashboard Patients Schedule Health e-Rx

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

**Open Visits** **Create New Visit**

Visit #19983636 Pending Note Pending Payment  
Visit #19983491 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: New

**Intake** **Notes** **Payment**

01/20/2022 02:59 PM

**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

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 Pending Note Pending Payment Tue, 01/04/2022 04:30 PM

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

Visits Health Medical History Allergies Medications Documents

All Visits [Visit #20379191](#)

🕒 Today 02:59 PM 📱 Visit type: E-Consult 📱 eConsult Status: Completed (1)

[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.

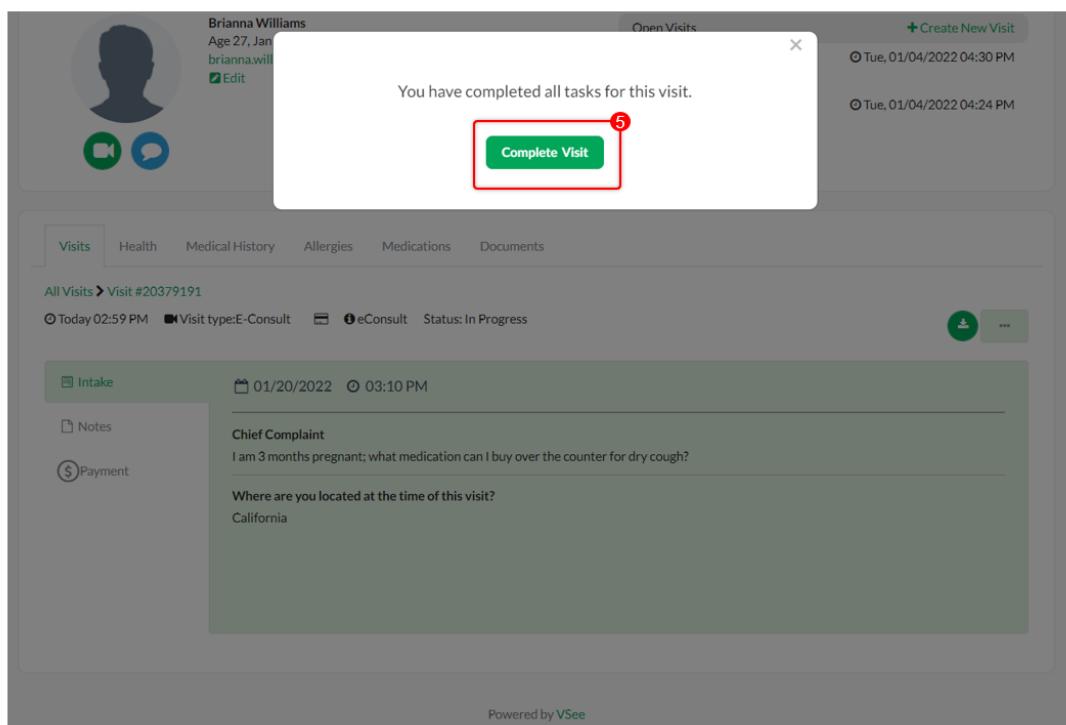
Uploaded Files(optional)

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

medicine.jpg (73K) x

Save 4 Sign & Send

## 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.

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.

**Patients** **All Visits**

Show:  All  Only my patients  Hidden patients

**Invite Patient**

Show 25 entries Search:

Name	Gender	Age	Email	Phone Number	Rooms	Date of Last Visit	Action
Ai Test	Female	27 years	ileen.test@gmail.com	+1 209-333-6451	Training	01/11/2022 11:06 AM	
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 Alfaro'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	

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
10/28/2021 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.		<a href="#">View</a> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">4</span>
Sarah Miller, M.D.	Female	26	ileen.test@gmail.com	Completed	E-Consult	USD 0	No payment required.		<a href="#">View</a>
Sarah Miller, M.D.	Male	36	edward+001.patient@vseelab.com	Pending Completion	E-Consult	USD 0	No payment required.		<a href="#">View</a>
Sarah Miller, M.D.	Male	36	edward+001.patient@vseelab.com	New	E-Consult	USD 0	No payment required.		<a href="#">View</a>
Sarah Miller, M.D.		27	brianna.williams.forever@gmail.com	Completed	E-Consult	USD 0	No payment required.		<a href="#">View</a>

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

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



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

Open Visits  
Visit #19983636  
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

5

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.

What's new on this dashboard?

▼ New Visits

There are no patients waiting at this time.

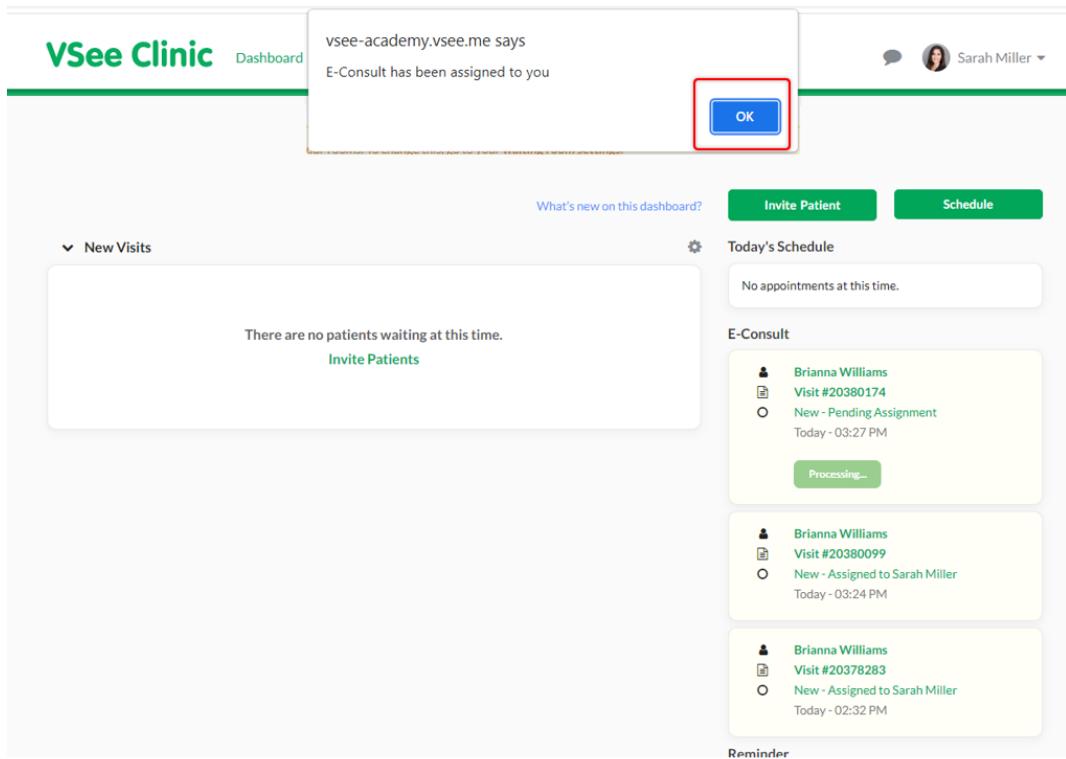
Today's Schedule

No appointments at this time.

E-Consult

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](#)