How to Send an E-Consult (Patient)

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

What is an E-Consult?

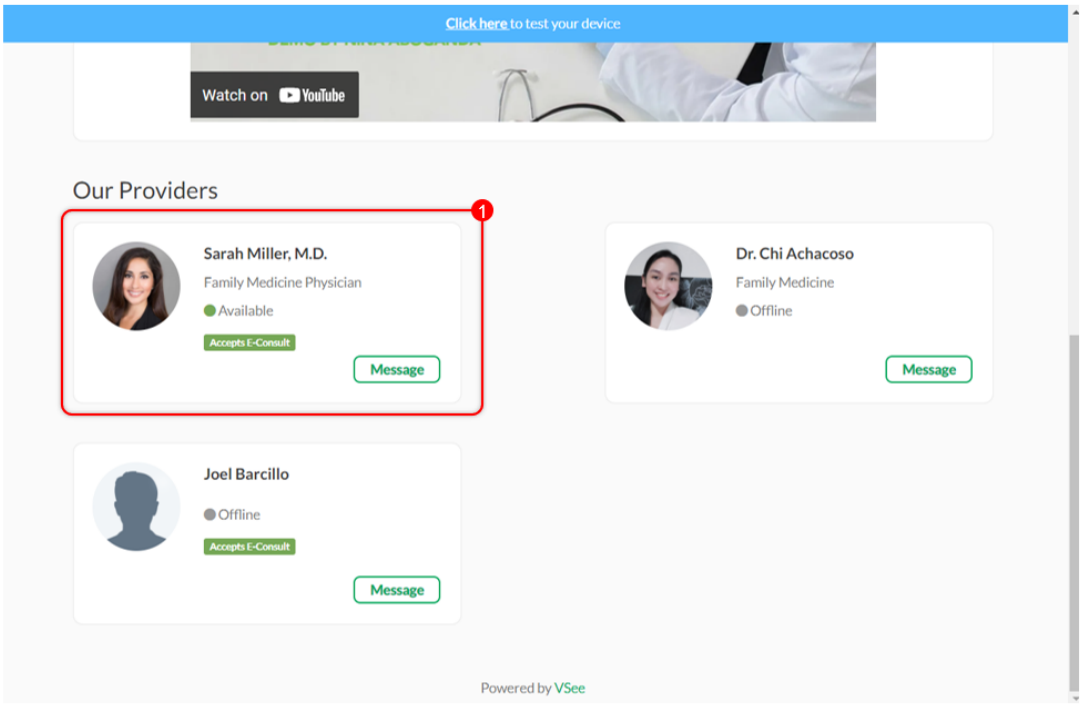
This feature is also known as asynchronous messaging/chat.

Instead of getting into a videocall visit with the Provider, the Patient (or another Provider) can submit an e-Consult for a medical inquiry that does not need an urgent response.

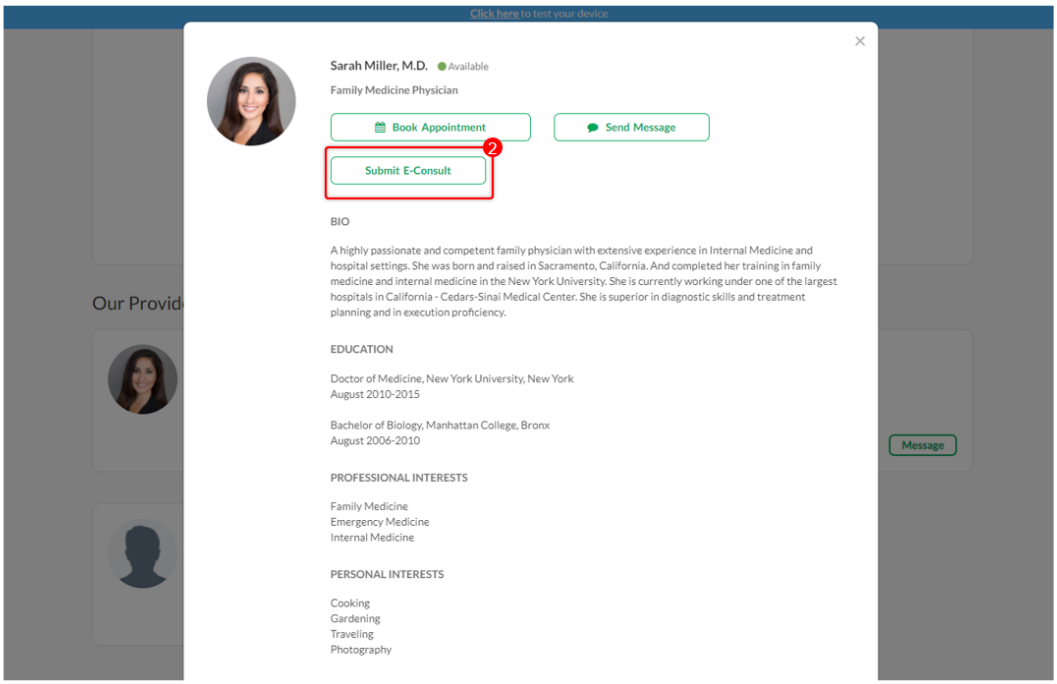
Sending an E-Consult to a Preferred Provider

For a multi-Provider clinic, the patient needs to;

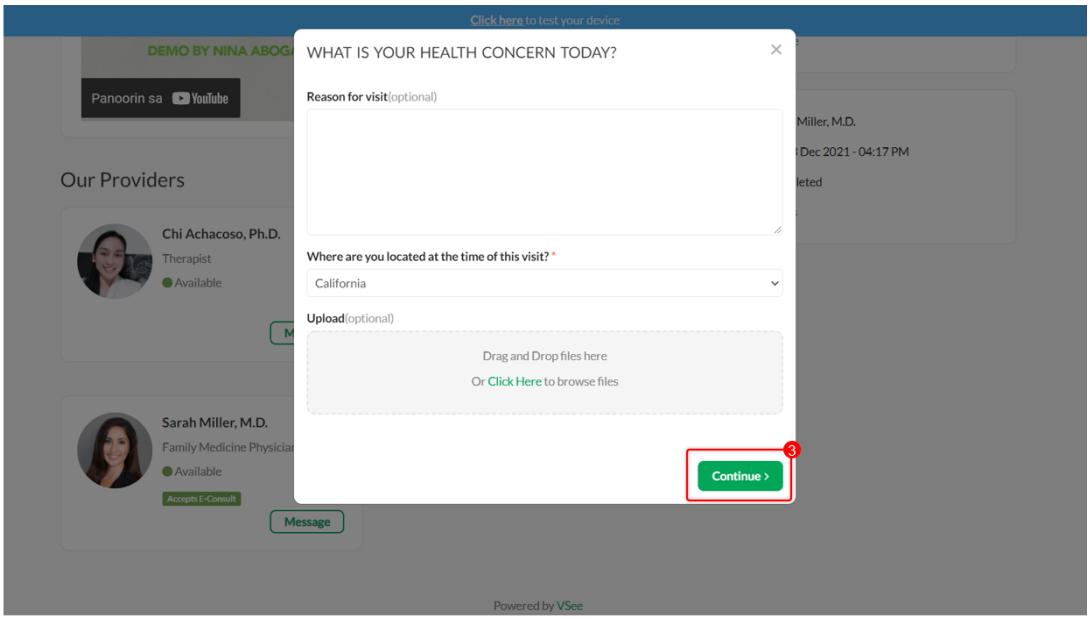
1. Click on the Provider to view profile. As long as the Provider has enabled e-Consult, there should be a message stating that the selected Provider “Accepts e-Consult.”



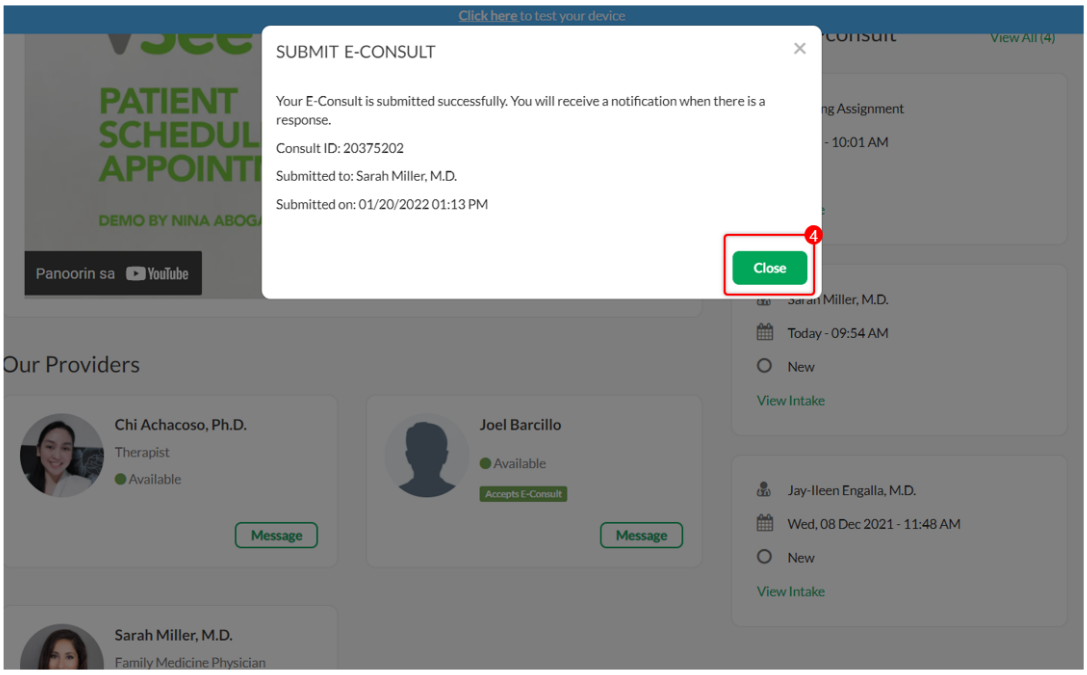
2. Click on **Submit e-Consult** button.



3. Input your medical inquiry under the Reason for visit/Chief complaint field. You may also attach a file. Click on **Continue** to proceed.



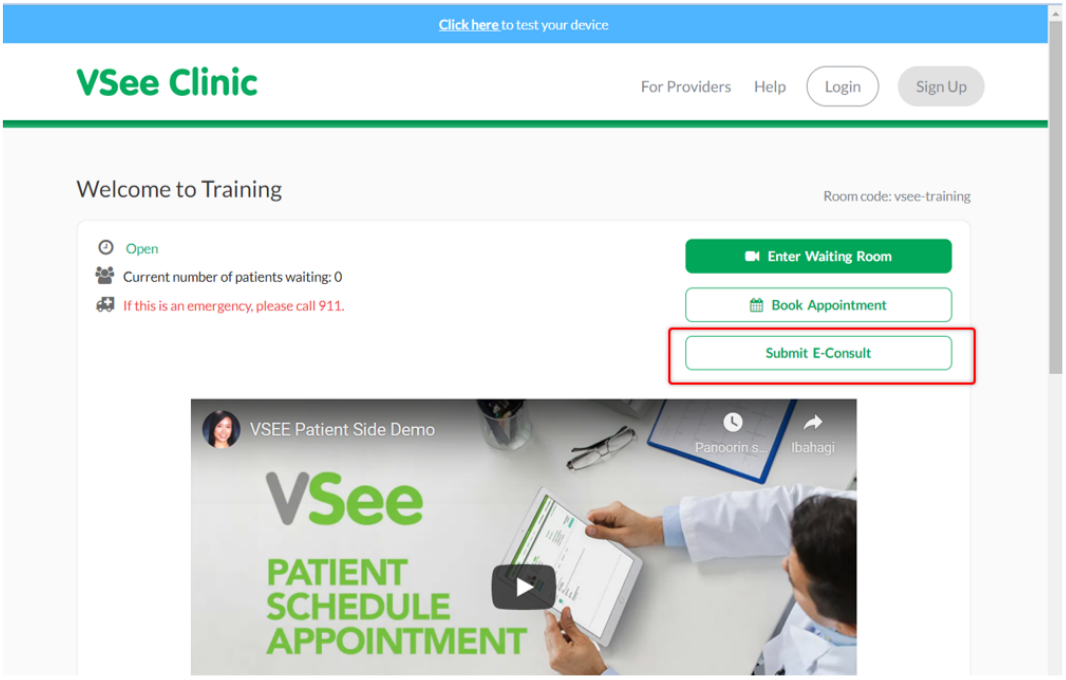
4. A pop-up notification will show once the e-Consult has been submitted successfully. Click **Close**.



Sending an E-Consult Without a Preferred Provider

If the patient has no preferred Provider, the Patient can also just choose to click on the main Submit e-Consult button, and any Provider can accept to answer it later on.

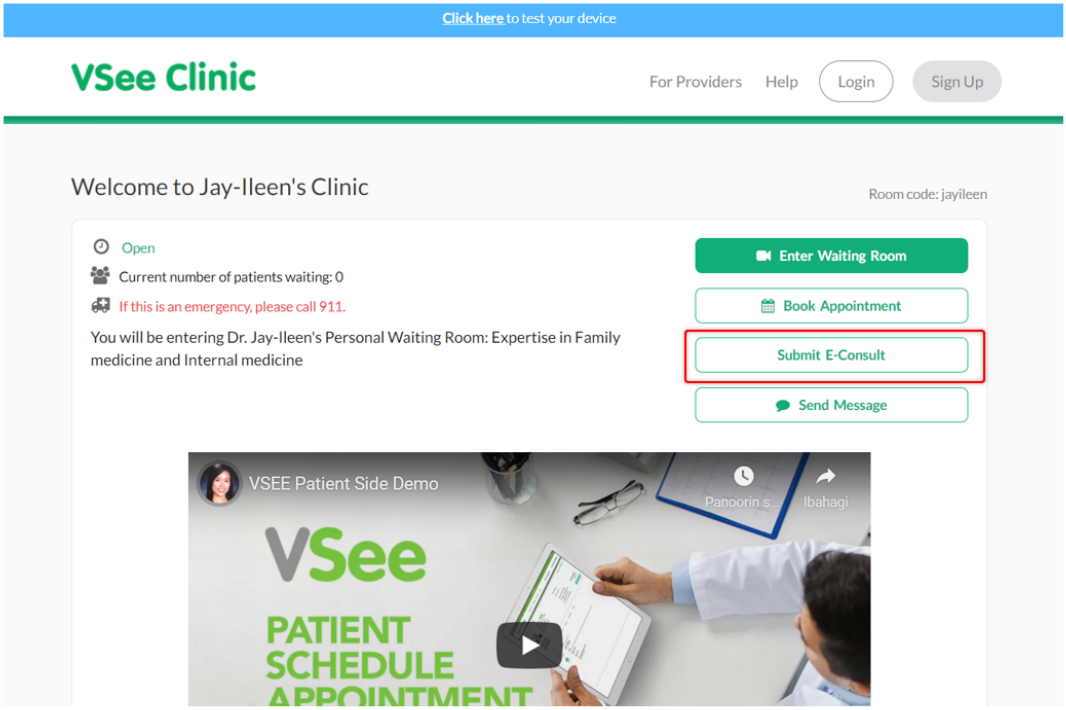
The same steps apply: **[Sending an e-Consult to a Preferred Provider]**



Sending an E-Consult to a Solo-Provider Clinic

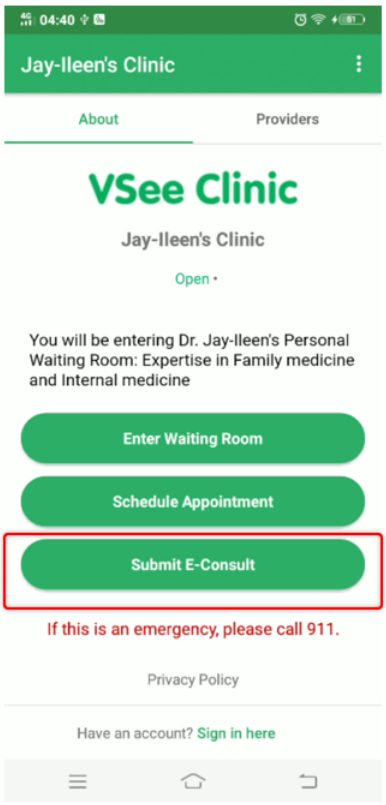
For a solo-Provider clinic, a Patient can directly send an e-Consult to the Provider by clicking on **Submit e-Consult** button on the landing page of the clinic.

The same steps apply: **Sending an e-Consult to a Preferred Provider**



Scope and Limitations

- **This is also available using VSee Clinic Mobile App for Patients**



Related article:

[How to View an E-Consult Response]

For further assistance, please contact us here.

Last updated on: 25 Jan, 2022

- Tags
- asynchronous visit
- e-consult
- econsult