

# Reduce PCP burden and increase satisfaction with collaborative eConsult workflows

## Summary

eConsults are a specialty care access innovation used in primary care settings to improve the patient experience, enhance clinical decision-making, and reduce unnecessary referrals. When deployed consistently as a standard of care, eConsults bridge gaps in today's fragmented healthcare landscape.

New technology or processes, however, require an initial time investment and ongoing collaboration among the care team to achieve desired outcomes. Primary care clinicians continue to face time constraints, staff shortages, and increased demand for care.

## Expanding what's possible for primary care

RubiconMD understands today's care management roadblocks. Over the past 10 years, we've taken feedback from our 8,000+ clinician user base to develop solutions to solve for these challenges. A recent workflow technology innovation is **eConsult Collaboration**. This eConsult+ feature makes it possible to distribute work across the clinical care team, while still getting patients rapid access to specialty care. With eConsult Collaboration, clinicians can optimize their time spent with patients, increase efficiency, and break down barriers to care.



### eConsult

A secure, electronic conversation between a primary care clinician and a specialist; helps lead to an improved or avoided referral.

### eConsult+

RubiconMD's market-leading eConsult solution that delivers same-day access to the largest, most extensive network of board-certified, quality assured virtual specialists.

### eConsult Collaboration

A feature of RubiconMD eConsult solutions that enables members of the care team to collaborate or submit on behalf of a PCP using the standard submission criteria.

# Discussion

Primary care clinicians have limited time with patients — 18 minutes on average — to provide guideline-recommended care.<sup>1</sup>

Yet it is often not enough.

Tight scheduling, coupled with a long list of burdensome administrative tasks, leads to a domino effect of rushed clinicians, stressed staff, and a fragmented care experience for patients.<sup>2</sup>

One-third of primary care visits result in a specialty referral, and the number is rising.<sup>3</sup> However, only about 35% of these referrals are actually completed.<sup>4</sup> There is a call for a streamlined solution that improves patient care and outcomes without over-burdening PCPs.



## Address eConsult utilization barriers

eConsults help bridge the primary-specialty care gap. According to RubiconMD data from over 300,000 eConsults, referrals are avoided about 70% of the time, enabling patients to be treated within primary care. In addition, they improved the care plan 80% of the time and are rated 4.95/5 stars on average by PCP users.

**However, time constraints and workload demands make it difficult for clinicians to find time to submit eConsults.**

This is why PCPs often defer to traditional referrals. Unfortunately, referrals are not always the right option for patients, and they may create unnecessary costs and burden on the healthcare system.

## PCPs have 18 minutes

on average to provide guideline-recommended care.

# eConsult Collaboration:

## A new way to collaborate

eConsult Collaboration reduces the burden on PCPs by offloading the administrative work of submitting an eConsult. There is also an opportunity to use this feature to align with your clinic's existing workflows and specialty care goals. Team collaboration improves adoption of eConsult+ while expanding specialty care access.



**Supports a streamlined specialty care workflow**



**Reduces PCP administrative burden**



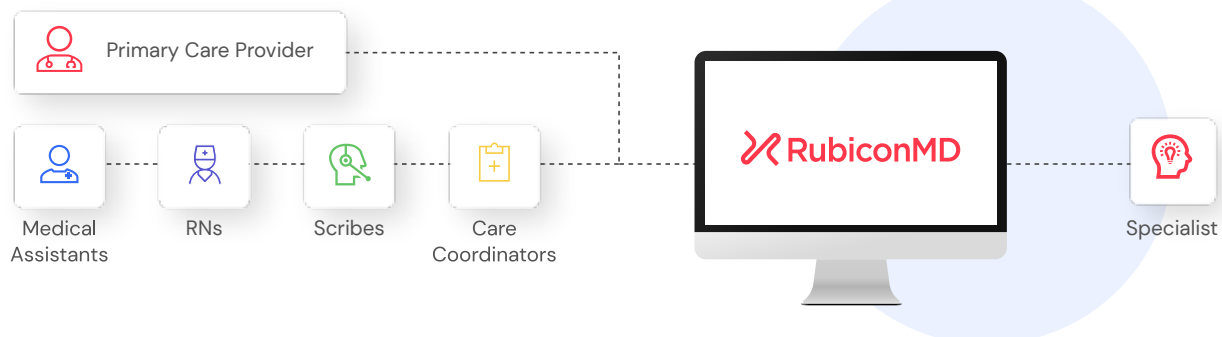
**Optimizes care team resources**



**Improves eConsult+ adoption**

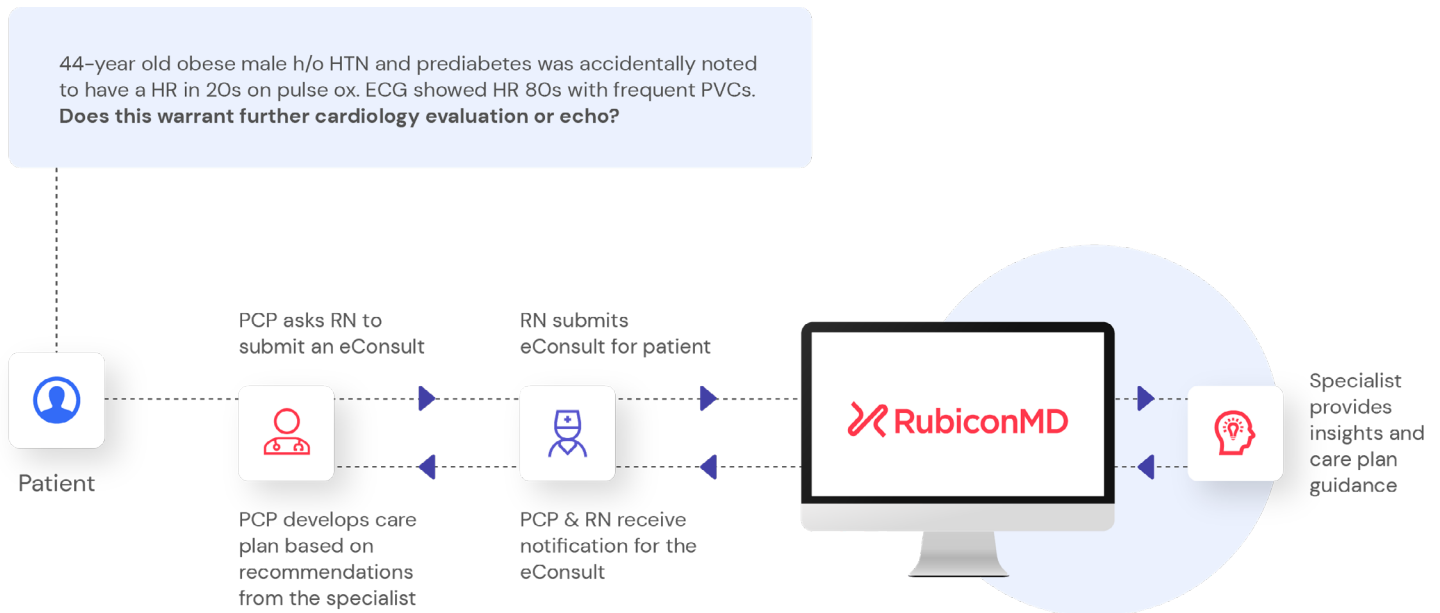
## Distribute work across the care team

- Medical assistants
- RNs
- Scribes
- Care coordinators
- PCP stays informed



## Advance access to specialty care

Empower the care team to access specialist insights so the PCP can practice at the top of their license.



## Technology + Collaboration = Reduce barriers to care



**Save time and improve your team's satisfaction:** Enable PCP to practice at the top of their license — spend time collaborating on specialist insights, rather than administrative tasks



**Create a seamless clinical workflow** that engages and teaches all stakeholders every step of the way



**Improve quality and cost:** Optimize patient care through specialist-guided insights from their trusted primary care team, avoid unnecessary referrals about 70% of the time, and ultimately improve patient outcomes



**Deliver convenient, high-quality specialty care to your patients at zero cost to them**

# Seamless clinical coordination, trusted insights

eConsult Collaboration, powered by RubiconMD can help you meet current clinical goals and quality measures.

## Is your organization ready to address the following?

- ✓ Streamline access to specialty care
- ✓ Offload PCP administrative work
- ✓ Increase adoption of eConsults
- ✓ Avoid unnecessary services
- ✓ Improve referral quality
- ✓ Optimize care for specific conditions/patients
- ✓ Route specific patients to eConsults

Partner with RubiconMD to review your current program and build your collaboration workflow.

[Contact us today to learn more.](#)



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*I enjoy the ease and broad list of specialists that we have access to at our fingertips. I have had some great interactions — several cases that have helped reassure me along the way as I treat patients and provide valuable insight.*

— Nurse Practitioner at Catalyst Health Network



# References:

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