

eConsult User Guide

2023



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Welcome!

We're excited to begin partnering with you to deliver specialist insights to your patients! This comprehensive user guide will help get you started on the RubiconMD platform so you can begin successfully submitting eConsults.

About RubiconMD eConsults

Empower clinical decision-making and diagnoses with a convenient, expert eConsult software and service platform. With same-day access to board-certified specialists, you can deliver an elevated primary care experience.

What is an eConsult?

eConsults are secure, online conversations between you and board-certified, top US-based specialist.

How it works

1

The clinician submits a question in the RubiconMD platform.

2

RubiconMD specialist responds within 1-2 hours and answers any follow-up questions.

3

The clinician uses eConsult insights to inform the patient care plan, treat in place and avoids an unnecessary referral **>45%** of the time.





What eConsults Do For You

RubiconMD enables primary care clinicians like you to access specialist insights with our eConsults.



Our eConsults are a resource for you to:

- ✓ Get feedback on a differential diagnosis or care plan
- ✓ Gain insight on an interim care plan while a patient waits for a specialist appointment
- ✓ Help interpret a lab test or diagnostic result
- ✓ Improve the quality of referrals (if they are necessary and/or if the referral is to the correct specialty)

140+

specialties and
sub-specialties

80%

of eConsults improve
the care plan

About 45%

avoid unnecessary
referrals

<2.5 hrs

average response
from specialist

Up to \$500

savings per
consult



How to Submit an eConsult

ACTIVATING YOUR ACCOUNT:

1. Go to [rubiconmd.com/activate](https://www.rubiconmd.com/activate)
2. Type in your clinic email in order to receive a password setup email
3. Go into your clinic email, click activate your account, and set a password
4. Login using your new credentials

1

Log into:
<https://www.rubiconmd.com>

★ We suggest bookmarking the eConsult submission page for quick and easy access!

Expert insights. Better care.

Email address

Password

☐ Show password [Forgot password](#)

Log In

First time logging in? [Activate your account](#)

2

- i. Create a new eConsult
- ii. Choose a specialty for your eConsult submission

First, choose a specialty.

Get started below by selecting the specialty you're submitting to.

Choose a specialty for this eConsult

Select one ▼

Or select from our most common specialties

Cardiology COVID-19 Dermatology Endocrinology

Gastroenterology Hematology / Oncology Pediatrics

Not sure what specialty you want to submit to?

[View all RubiconMD specialties >](#)

Cancel Next



3

i. Fill out the patient's relevant medical history, including:

- Relevant PMH, PSH, meds, allergies
- Presenting complaints, symptoms, physical exam findings
- Relevant diagnostics and photos (labs, imaging)
- Social barriers (eg. cost, site of care, access to refrigeration, family support)
- Full patient history, multiple progress notes, or past results are not necessary

ii. Outline your anticipated assessment and plan

iii. Post your question for the specialist clearly and concisely—the clearer the question, the better the specialist response

iv. Fill out identifying patient information as applicable

v. Submit your eConsult

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Next, you'll receive an email notification of your specialist's response to your eConsult. Navigate back to the RubiconMD eConsult platform to view their response.

How can a specialist help?

Tell our specialists about the patient, but remember not to identify them.

Sex

☐ Male ☐ Female ☐ Specify

Relevant background — Optional

Include current presentation and relevant history, medications, allergies, and diagnostics. Also share any barriers to care such as language, inability to travel, or financial and insurance limitations.

Add attachment

Assessment/plan

Question for specialist



5

Review the specialist's response to your eConsult. At this point, you may select, "I still need help" to ask a follow-up question, get a second opinion, or ask another specialty.

Discussion

eConsult
A-990X

Question for the specialist: 11:15 AM

What immobilization do you recommend and when is weight bearing permitted?

TRNG Specialist #05Xn 11:15 AM

Sample Response (for a 65-year-old female with suspected PVCs on EKG):

I believe that based on this EKG, these are actually PACs, not PVCs. I can see that there are P waves visible before the early beats. Additionally, the morphology of the QRS complexes are similar to the sinus beats.

These are some of my suggested ways to distinguish PACs from PVCs. Furthermore, the QRS complexes from PVCs will generally be wider and the direction of electrical activation will often be different than the native sinus beats.

If this patient is asymptomatic, I do not recommend pursuing any additional workup.



I would like to...

Ask this specialist a follow-up question

Get a second opinion

Ask another specialty

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Close your eConsult:

The ability to close your eConsult will appear in the bottom right-hand corner of your screen, directly beneath the specialist response as seen below:

i. Rate specialist response (1-5 stars)

ii. Select "Close and rate eConsult"

iii. Tell us how the eConsult helped you by checking the boxes next to all that apply and select "Close eConsult"



This eConsult has helped me...

Select all that apply

☐ Avoid a referral

☐ Avoid diagnostics/procedures

☐ Improve the patient care plan

☒ Learn something new

(Required) This eConsult increased my competence or confidence to:

☐ Screen for a condition

☐ Diagnose and assess a condition

☐ Manage, treat, or counsel a patient

☐ Use or navigate resources to deliver care

☐ None of the above

Close eConsult



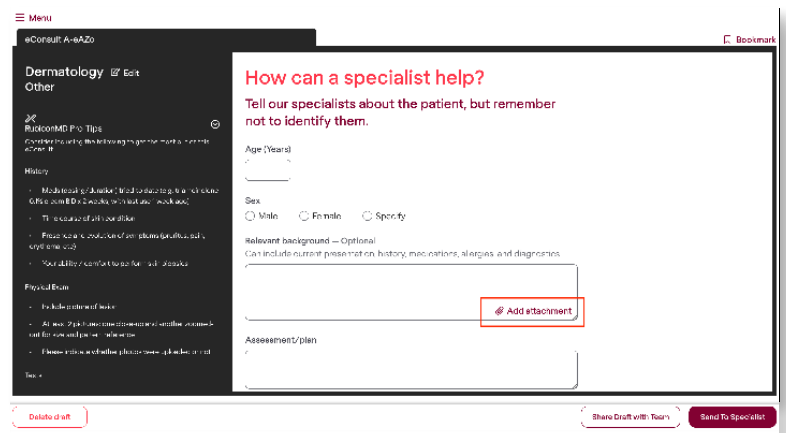
Using the Camera App

Our HIPAA-compliant Camera application for Apple and Android devices supports adding attachments to any of our eConsults.

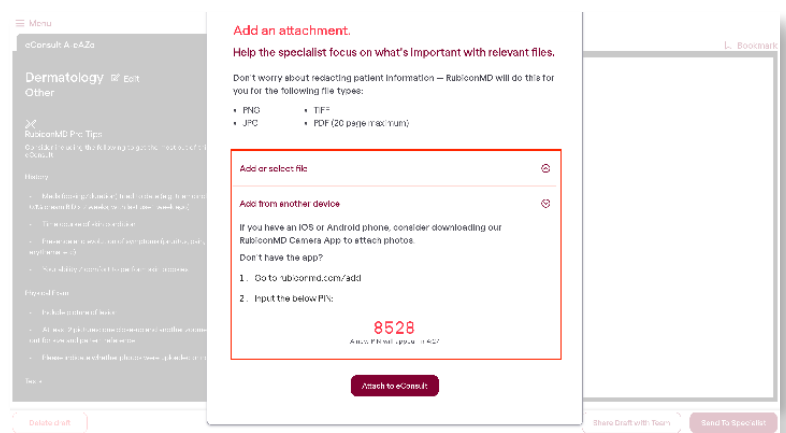
- 1 Download the RubiconMD Camera App from the App Store (iOS) or the Google Play (Android)



- 2 Start your eConsult as you normally would from your desktop or mobile browser. When you're ready to add an attachment, select "Add attachment"



- 3
 1. Select the option to "Add from another device"
 2. Generate a one-time 4-digit PIN



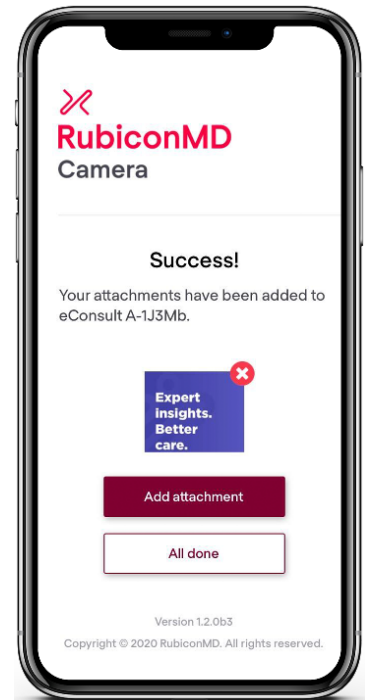
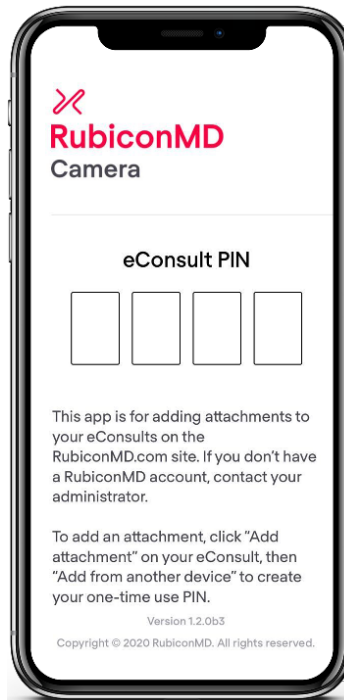


4

1. Grab your mobile device and open the RubiconMD Camera App

2. Enter the 4-digit PIN and add your photo

3. When you see it successfully uploaded, select "All done", then return to your desktop or mobile device to submit your eConsult





Best Practices for Talking to Your Patients About eConsults

Highlight that you're working alongside top specialists to deliver the highest quality of care

- “ I'm going to consult with a top specialist on your visit with me and will get an answer back within 24 hours. Once I hear from them, we'll decide on next steps.”
- “ I'm going to see the specialist for you, so that you don't have to make the trip or pay the co-pay.”
- “ We want to ensure you get the best and most appropriate care possible within your medical home.”
- “ We are including your questions and concerns in the eConsult so that we can get some answers quickly before or without having to do a referral outside of this visit.”

Set expectations for possible outcomes of the eConsult

- “ There is no specialist appointment necessary for you at this time.”
- “ Further testing may be recommended by the specialist once we get some more answers to the eConsult.”
- “ A specialty appointment is needed and will be scheduled — I will attach the eConsult to pass along the best information possible about your visit with me and your case.”

FAQS

Is my information secure?

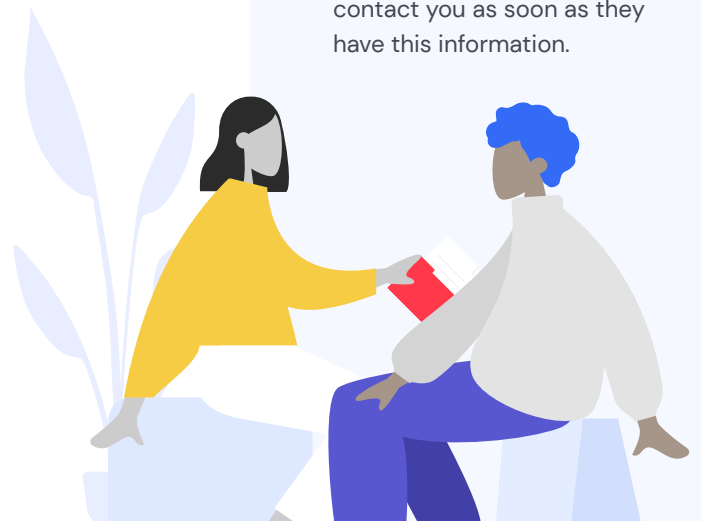
Yes, only the specialist and your doctor are able to view and discuss your information. Your information is HIPAA compliant.

What if the specialist needs to see me?

If your doctor and the specialist decide via eConsult that you need to be seen in person, your doctor's office will help make an appointment for you with the next available specialist.

How will I be informed of the specialist's recommendations after the eConsult that my doctor submits?

Someone on your care team from your doctor's office will contact you as soon as they have this information.





support@rubiconmd.com

RubiconMD Help Center