



Expanding what's possible for primary care.

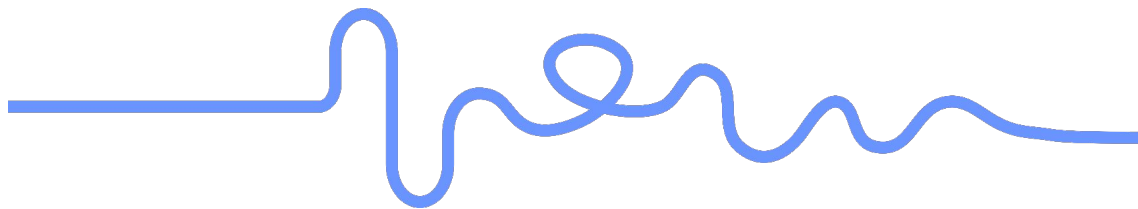
Presenter or Date of Presentation



Access is a major challenge

Patients need to be invested and equipped to navigate their care.

The average wait time for a specialist is 24 days sometimes it can be months.



Up to 30% of patients have access challenges

- Navigation
- Coordination
- Financial constraints
- Time off work
- Transportation



- Avoidable ER utilization
- Higher-cost care
- Poor outcomes

eConsults are secure, online conversations:

Ask a question

about diagnosis or the care plan, get a second opinion on your treatment plan.

Consult for a patient

who may not have access to a specialist due to location, transportation, or financial constraints.

Review medications

get input on a patient's current medication regimen.

Gain insight

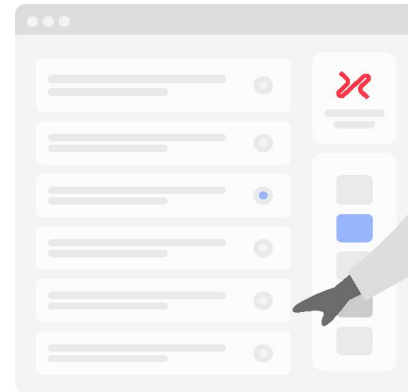
on an interim care plan while the patient waits to see a specialist.

Improve referral quality

obtain the right information to get your patient to the appropriate specialist.

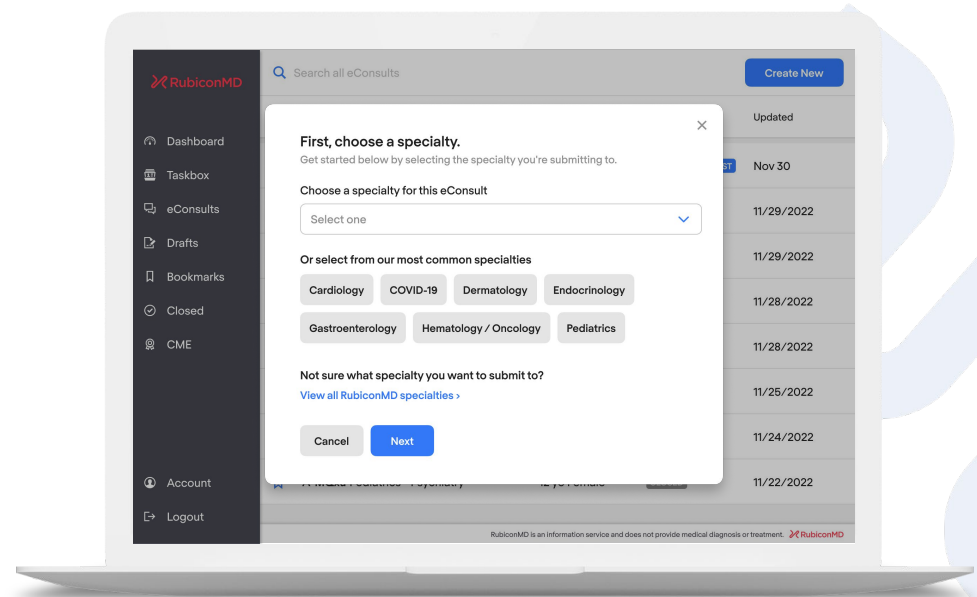
Interpret a lab

or diagnostic result.



Submitting an eConsult

- 1 Patient presentation**
Clinician requests specialist input on case
- 2 Specialist opinion**
Assigned top specialist provides expert insight within hours
- 3 Clinician follow-up**
Clinician confidently proceeds with optimized, evidence-based care plan for the patient



The most trusted virtual specialty care network



140+

Same-day access to insights from 140+ specialties & subspecialties



~70%

of eConsults help prevent unnecessary referrals & services



80%

of eConsults improve the quality of the care plan, according to PCPs



<2.5 hrs

Turnaround time for evidence-based insights, on average



8000+

Active users



4.93/5

provider rating with

Our Specialists

- Established in 2013
- 140 specialties and subspecialties
- Rated 4.93/5 by primary care teams
- Trained and practicing at top institutions
- 17 years of experience on average

[Learn more](#)



When to use a RubiconMD eConsult

1 Would a specialist insight help you to determine next steps?

- Could specialist expertise add clarity, or enhance the care plan?
- Would specialist insights make things safer, easier or more efficient for the patient?

YES

Submit a RubiconMD eConsult

- Abnormalities, labs radiology
- Medication management for chronic conditions
- Lab workup suggestions, pre-referral workup prep
- Suspected diagnosis and next steps
- Diagnosis, treatment expectations
- Conservative, lower-cost treatment options
- Resources for the clinician and patient

2 Do you need an interim care plan prior to specialist visit?

- Is there a long wait time to see the specialist?
- Could input on how to prepare the patient for the specialist visit be beneficial for this case?

YES

Submit a RubiconMD eConsult

- Advice on an interim care plan
- Expert input on necessary workups to prepare the patient for the specialist visit

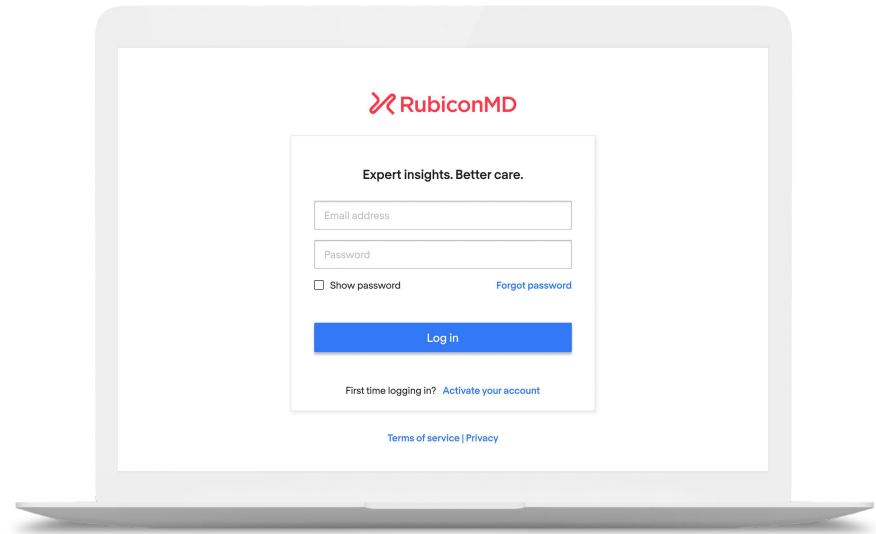


eConsult+ Demo

HITRUST[®]

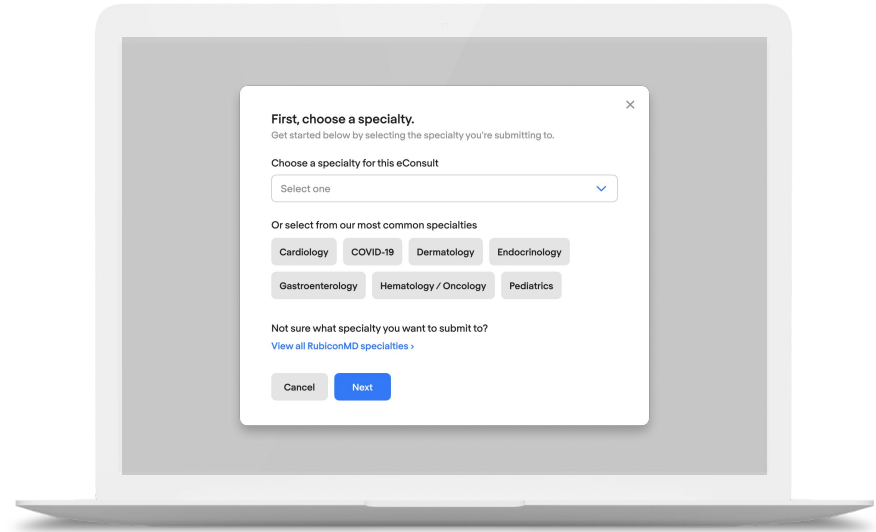
eConsult+ step by step:

- 1 Log into the platform**
Select "create new"



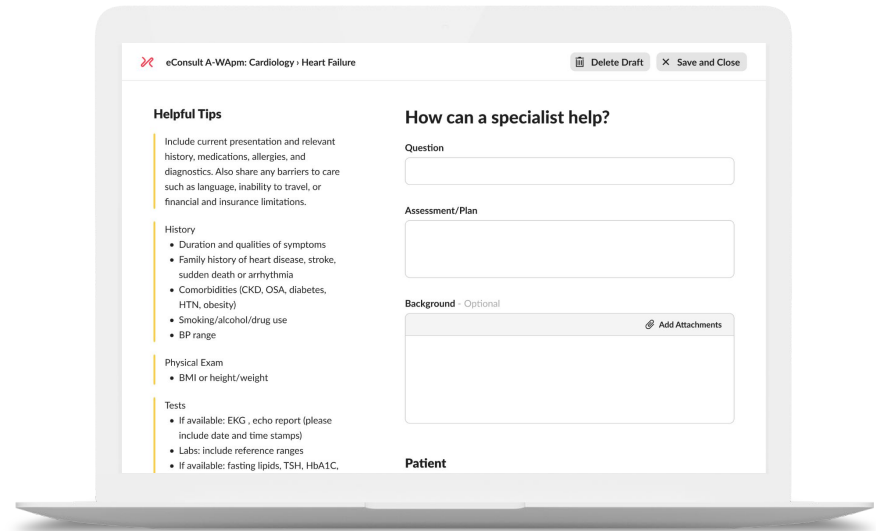
eConsult+ step by step:

2 Choose a specialty



eConsult+ step by step:

- 3 **Input (non-PHI) case information** and questions for the specialist



The screenshot displays the eConsult+ interface for a Cardiology Heart Failure case. The page title is "eConsult A-WApm: Cardiology - Heart Failure". At the top right, there are buttons for "Delete Draft" and "Save and Close".

Helpful Tips

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.

History

- Duration and qualities of symptoms
- Family history of heart disease, stroke, sudden death or arrhythmia
- Comorbidities (CKD, OSA, diabetes, HTN, obesity)
- Smoking/alcohol/drug use
- BP range

Physical Exam

- BMI or height/weight

Tests

- If available: EKG, echo report (please include date and time stamps)
- Labs: include reference ranges
- If available: fasting lipids, TSH, HbA1C,

How can a specialist help?

Question

Assessment/Plan

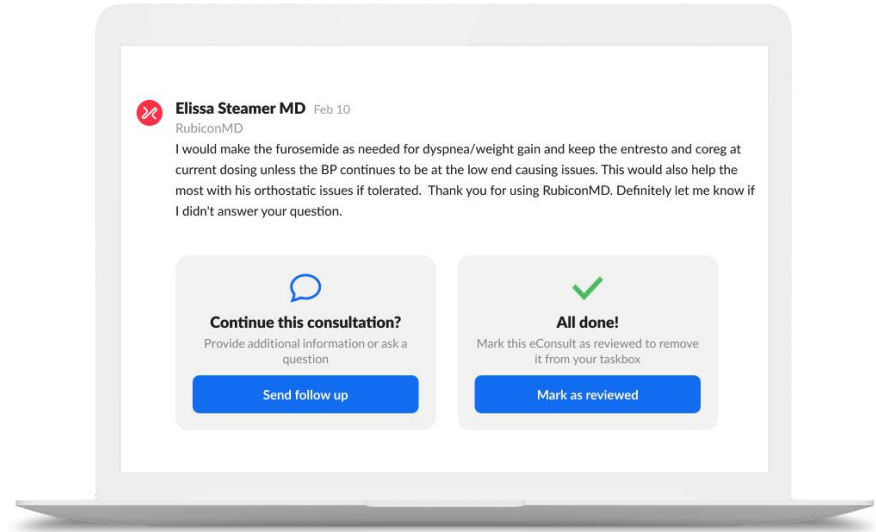
Background - Optional

[Add Attachments](#)

Patient

eConsult+ step by step:

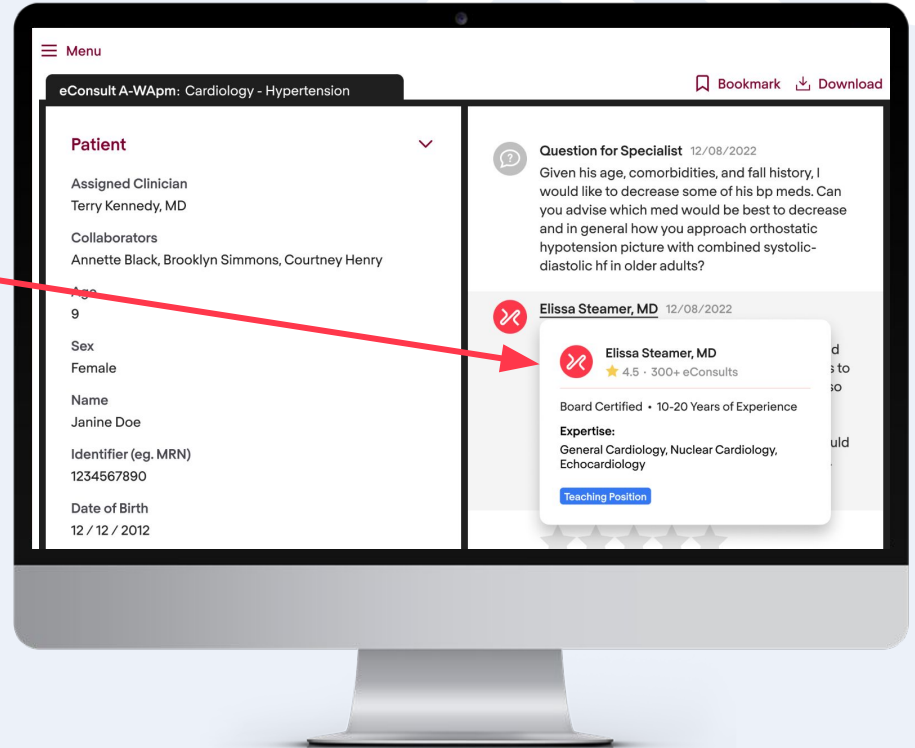
4 Retrieve eConsult from the specialist



Specialist Profiles

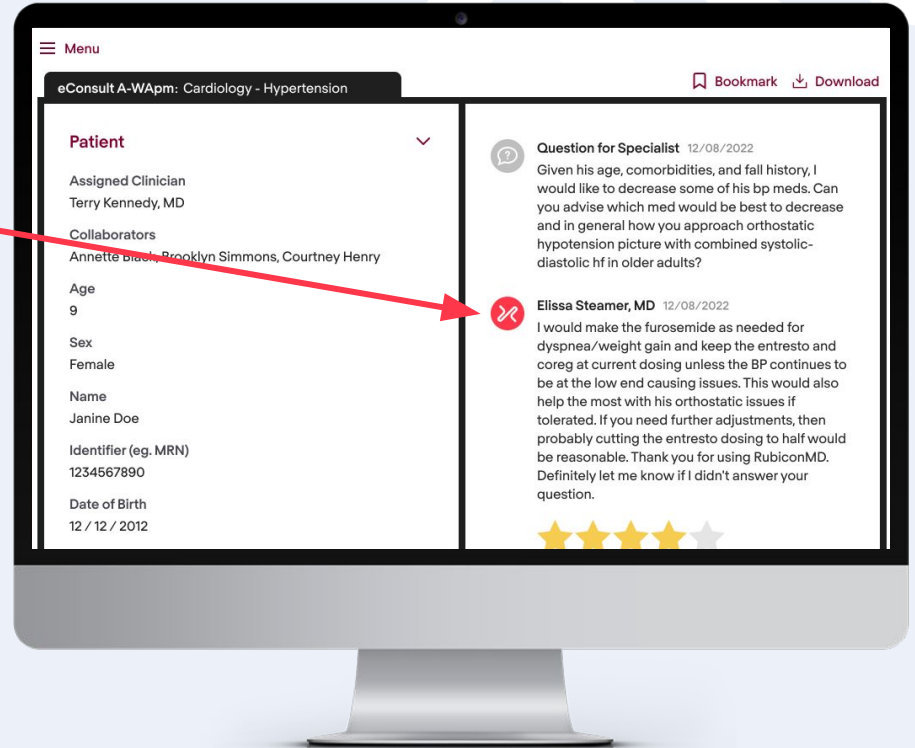
Within the eConsult platform, you will be able to see a specialist profile within each eConsult interaction will include:

- Name & credentials
- eConsult rating
- eConsults completed
- Board status
- Years in practice
- Eligible specialties
- Academic affiliation



Specialist Profiles

The Specialist name and credential will appear with the eConsult response.



Easily upload secure images on a mobile phone

1 Start your eConsult

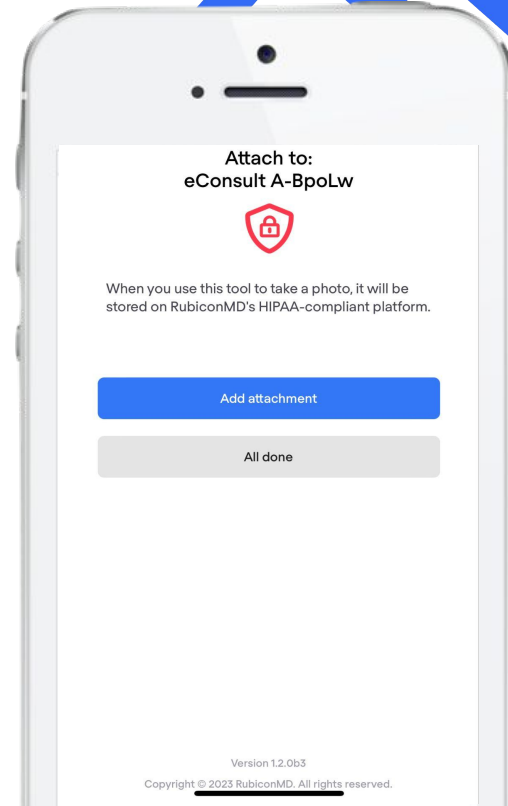
After filling in the Relevant Background section, select 'Add Attachment' and then click on "Add from another device." You'll see a PIN for attaching your file from your phone.

2 Type in the 4-digit PIN

Open RubiconMD on your mobile device and enter the PIN displayed on your desktop.

3 Attach away!

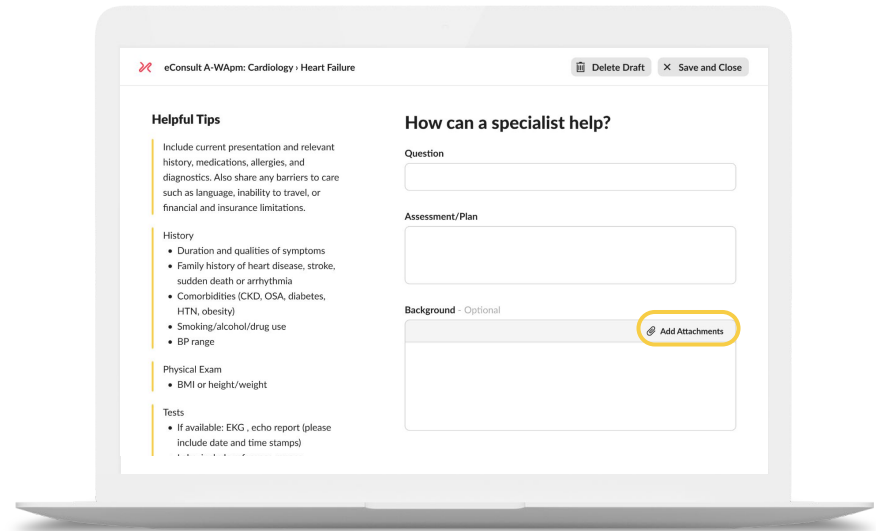
Take photos using the application. Images will be automatically added to your eConsult and you'll see them on your desktop!



Upload Attachments

To submit attachments on a new consult:

1. On your draft consult, click “Add Attachment”
2. An "Add Attachment" window will allow you to "Select files" or "Drag & drag" your attachment and select “Attach to eConsult”
3. Wait for the image to attach; a success message will display



Ask any question to get insights tailored to your patients' case.

Allergy and Immunology	Hematology / Oncology	Ophthalmology	Plastic Surgery
Cardiology	Infectious Diseases	Orthopedic Surgery	Psychiatry
Clinical Pharmacy	Nephrology	Otolaryngology (ENT)	Psychology
Dentistry	Neurology	Pain Medicine	Pulmonology
Dermatology	Neurosurgery	Palliative Care	Radiology
Endocrinology	Nutrition	Pathology	Rheumatology
Gastroenterology	Obesity Medicine	Pediatrics and Ped. Sub-Specialties	Sleep Medicine
General Surgery	Obstetrics / Gynecology	Physical Medicine & Rehabilitation	Transgender Health
Geriatric Medicine	Occupational Medicine		Urology
			Vascular Surgery



**We democratize
medical expertise,
so that all patients
have access to the
care they need.**



Appendix



We recruit and hire for expertise and quality



Credentialing

Specialists must be state licensed & board certified

Verified & monitoring through an NCQA-certified CVO.



Real time monitoring

User ratings are monitored in real-time to ensure quality



Peer-reviewed

10% of our eConsults are peer reviewed on an ongoing basis



Auto-routing

Any eConsult receiving a 2-star or lower rating is auto-routed to a new specialist and reviewed by our internal team.

Common cases from top specialities

Dermatology

- Rash diagnosis and treatment advice
- Management strategies for acne vulgaris
- Mole evaluation
- Plaque psoriasis treatment options

Hem/Onc

- Acute/chronic leukemia workup
- Anemia investigation
- Incidental routine lab abnormalities analysis
- Anticoagulation therapy/prophylaxis recommendations
- Tumor workup and monitoring

Cardiology

- EKG evaluation
- Resistant hypertension management
- Treatment advice of refractory hyperlipidemia
- Arrhythmia evaluation

Neurology

- New onset seizure evaluation
- Refractory migraine treatment and prophylaxis
- Peripheral neuropathy investigation
- Memory loss evaluation

Endocrinology

- Evaluation of hormonal abnormalities (thyroid, parathyroid, testosterone, etc.)
- Treatment options for patient with uncontrolled diabetes
- Osteoporosis management

OB/GYN

- Infertility workup and treatment
- Amenorrhea investigation
- Vaginal bleeding workup and diagnosis
- Management of pregnancy complications

Gastroenterology

- Colorectal cancer screening based on risk
- IBD workup and treatment advice
- Investigation of liver enzyme abnormalities
- Evaluation of fatty liver disease

Orthopedics

- Management options for fractures
- Operative indications for low back pain
- Knee ligament/meniscus tears treatment options
- Treatment advice for hip/knee arthritis

Primary care physicians
need **26.7 hours a day** to
deliver comprehensive
patient care.

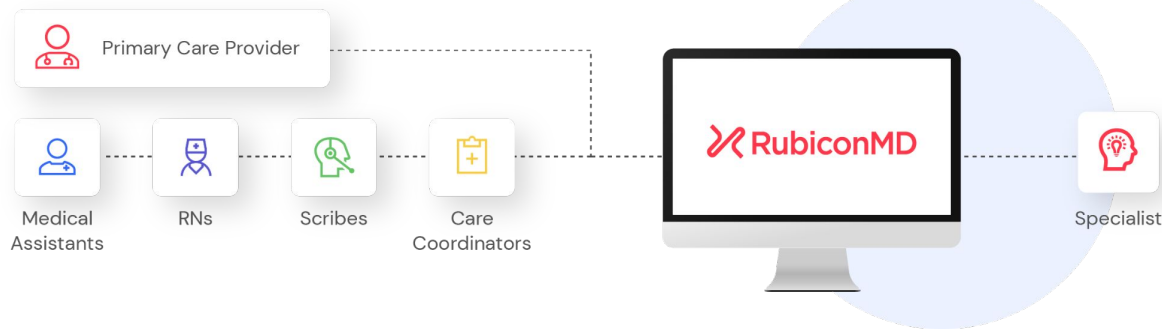
Published in the *Journal of General Internal Medicine*

eConsult Collaboration

This enables members of the care team beyond the PCP to collaborate or submit on behalf of a PCP using the standard submission criteria

Distribute work across the care team:

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



Up to 65% of primary care services can be handled by other specialized medical staff.

Keys to success

Learnings from a year-long effort to standardize eConsult first





Your partner for specialty care integration



Access

to the leading specialty care network



Expertise

and superior security with HITRUST



Efficiency

through solutions tailored to your existing workflows



Cost savings

through proven specialty care models

Primary care works best for patients

- Patient issues identified earlier and more effectively.
- More likely to be referred to the appropriate specialist.
- Likelier to follow through with specialists.
- Better care coordination with specialists.
- Better medication adherence.
- Better health outcomes at lower cost of care.
- Better chronic disease management.



A better patient experience with eConsult+

