RubiconMD

eConsult
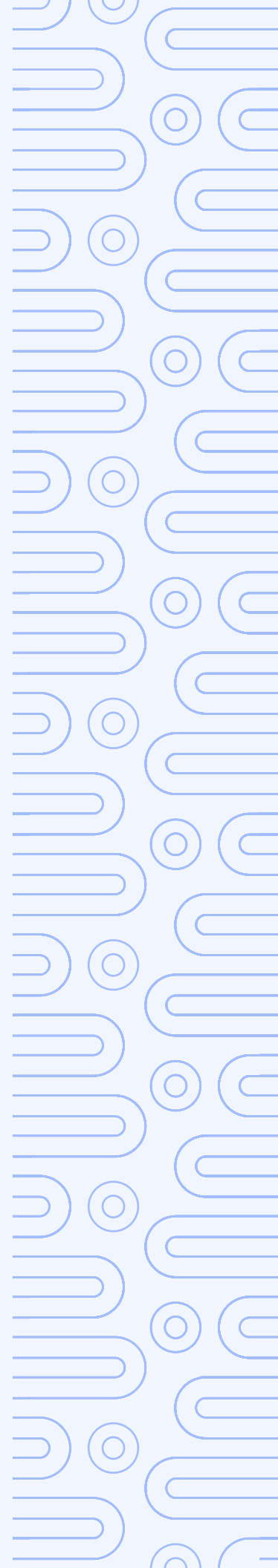# User Guide

2023

RubiconMD

Contents

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.
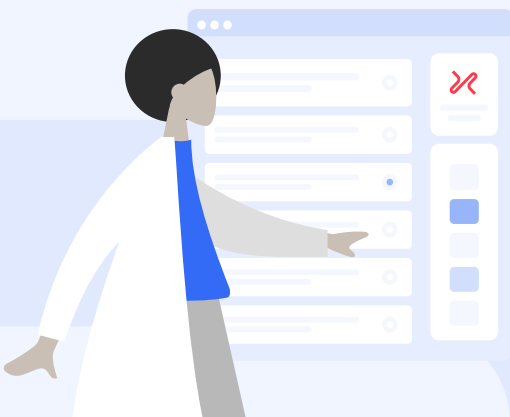
How it works

1

The clinician submits a question in the RubiconMD platform.

2

RubiconMD specialist responds within a few 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 **>70%** 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

~70%
avoid unnecessary referrals

3 hours
average response from specialist

Up to $500
savings per consult

How to Submit an eConsult

ACTIVATING YOUR ACCOUNT:

1. Go to **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!*

2

1. Create a new eConsult

2. Choose a specialty for your eConsult submission

3

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

2. 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 (cost, site of care, access to refrigeration, family support)

- Full patient history, multiple progress notes, or past results are not necessary

3. Outline your anticipated assessment and plan

4. Fill out identifying patient information as applicable

5. Submit your eConsult

How can a specialist help?

Question

Assessment/Plan

Background - Optional

📎 Add Attachments

Patient
Patient identifying information is not shown to the specialist

Name - Optional

First   Last

Date of Birth

00/00/0000

Sex

⌄

Identifier (eg. MRN)

✓ Submit eConsult

4

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.

5

1. Review the specialist's response to your eConsult. If you'd like to continue the consultation you can choose to send a follow-up.

2. If you'd like insight from additional specialists, you can choose to ask another specialty or get a second opinion.

Elissa Steamer MD Feb 10
RubiconMD
I would make the furosemide as needed for dyspnea/weight gain and keep the entresto and coreg at current dosing unless the BP continues to be at the low end causing issues. This would also help the most with his orthostatic issues if tolerated. Thank you for using RubiconMD. Definitely let me know if I didn't answer your question.

Continue this consultation?
Provide additional information or ask a question

Send follow up

All done!
Mark this eConsult as reviewed to remove it from your taskbox

Mark as reviewed

Consultation
Want more insight? **Ask another Specialty** or **Get a second opinion**

Terry Kennedy Feb 10
Given his age, comorbidities, and fall history, I would like to decrease some of his bp meds. Can you advise which med would be best to decrease and in general how you approach orthostatic hypotension picture with combined systolic-diastolic hf in older adults?

Elissa Steamer MD Feb 10
RubiconMD
I would make the furosemide as needed for dyspnea/weight gain and keep the entresto and coreg at current dosing unless the BP continues to be at the low end causing issues. This would also help the most with his orthostatic issues if tolerated. Thank you for using RubiconMD. Definitely let me know if I didn't answer your question.

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Mark your consult as reviewed:

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

1. Rate specialist response (1–5 stars)

2. Tell us how the eConsult helped you by checking the boxes next to all that apply, then provide additional feedback (optional).

3. Select "Mark as Reviewed"

Mark eConsult as Reviewed

How was your consultation?
★★★★☆ Good

This eConsult helped me

☐ Avoid a referral
☐ Avoid diagnostics/procedures
☐ Improve the patient care plan
☐ Learn something new

☐ Screen for a condition
☐ Diagnose and assess a condition
☐ Manage, treat, or counsel a patient
☐ Use or navigate resources to deliver care

Additional Feedback - Optional

Cancel   Mark as Reviewed

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"

How can a specialist help?

Question

Assessment/Plan

Background - Optional

📎 Add Attachments

3 **1.** Select the option to "Add from another device"

2. Generate a one-time 4-digit PIN

Add Attachments

PNG, JPG, TIFF, and PDFs up to 20 pages are supported

📎
Drop files here or **click here to select**

Add from your mobile device ⌄
Download our RubiconMD Camera App or go to **rubiconmd.com/add** to attach photos
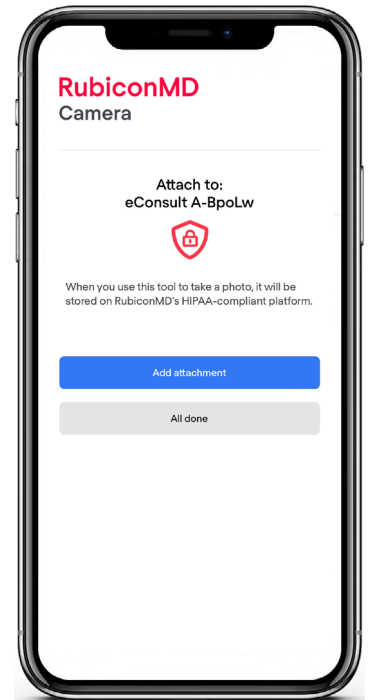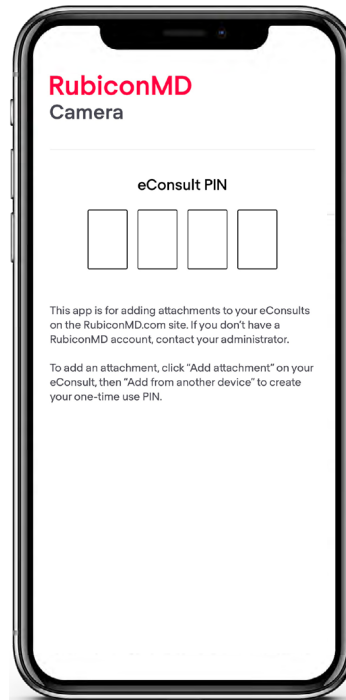
| 1 | 9 | 4 | 0 |

Your temporary PIN
Expires in 4:44

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

RubiconMD
Camera

eConsult PIN

This app is for adding attachments to your eConsults on the RubiconMD.com site. If you don't have a RubiconMD account, contact your administrator.

To add an attachment, click "Add attachment" on your eConsult, then "Add from another device" to create your one-time use PIN.

RubiconMD
Camera

Attach to:
eConsult A-BpoLw

When you use this tool to take a photo, it will be stored on RubiconMD's HIPAA-compliant platform.

Add attachment

All done

Additional Helpful eConsult Resources

Learning Center ›

Case Library ›

Blog ›