

# Frequently Asked Questions

This document is intended to address common questions from providers during the eConsult training process. It is a living document: we openly encourage your feedback on additional questions that are not yet highlighted here.

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## Introduction to RubiconMD

### **What are eConsults?**

eConsults are secure, online conversations between PCPs and board-certified US-based specialists.

### **Is an eConsult considered telemedicine?**

While eConsults are a widely used form of telehealth, they are not considered telemedicine and therefore not reimbursable. On the RubiconMD platform, the specialist does not have access to the identity of the primary care clinician or the patient, and vice versa. The eConsult is a clinician-to-clinician interaction only.

### **What is RubiconMD?**

RubiconMD is the leading multi-specialty platform that integrates specialist insights into primary care for more efficient, high-quality cost-effective care. The RubiconMD eConsult software and service platform gives clinicians same-day access to board-certified specialists to deliver an elevated primary care experience.

### **How many states does RubiconMD operate in?**

RubiconMD currently operates in 44 states.

### **How do clinicians get access to RubiconMD?**

RubiconMD partners with health systems, health plans, and individual clinicians (DPCs, etc.) to bring our eConsult platform into the clinical setting. Clinicians can also opt to purchase their own subscription to RubiconMD separate from their organization if they so choose.

### **What specialties are available on the platform?**

We support over 140 specialties and subspecialties including. In addition to medical specialties we also offer surgical specialties such as Orthopedic, Neuro, and General Surgery.

[The full list of specialties can be found here.](#)

### **How long will it take for clinicians to receive a response?**

Our median response time is 3.5 hours.

### **Does RubiconMD limit the number of eConsults? Can I submit an eConsult for any patient, regardless of insurance status?**

RubiconMD is available for any patient, for any reason, at any time. We do not place limits or conditions on use based on insurance.

**What patient and clinician-identifying information gets sent to the specialist?**

The patient's gender and approximate age (date-of-birth conversion) are provided to the specialist. No information about the clinician is shared.

**Are patients charged when their care team uses RubiconMD?**

No, RubiconMD comes at no cost to the patient. The platform enables clinician-to-clinician communication, so care teams can make more informed decisions about care without disrupting their usual patient approach.

**Who are the RubiconMD specialists?**

Our specialists are experienced US-based physicians who are dedicated to sharing their clinical knowledge and improving access to specialty expertise. Most specialists are affiliated with major academic medical centers across the country and hold a teaching position. Clinicians will be able to see a specialist profile within each eConsult interaction, which includes the specialist's name and credentials, eConsult rating, eConsults completed, board status, years in practice, eligible specialties, and academic affiliation.

**How are specialists vetted?**

We ensure the quality of our network of specialists in a few key ways. To begin with, all of our specialists are state licensed and board-certified. We bring them through a robust interviewing and training process to deliver specialty care, and monitor their eConsult responses in real time to ensure quality. Further, about 10% of all consults are clinically reviewed. Any eConsult that scores 3-stars or less is auto-routed to another specialist to ensure that our users get a high-quality, evidence-based response.

**Are specialists paid for their consults?**

Specialists are compensated for each consult they complete.

**How can I introduce a professional colleague to join the RubiconMD specialist network?**

If you know of a specialist who may be interested in joining the RubiconMD network, please ask them to visit our [Specialist Network](#) page to learn more.

**Are CMEs available for eConsults?**

Based on a decision from the American Academy of Family Physicians (AAFP), RubiconMD eConsults are not available for CME. However, RubiconMD hosts quarterly webinars that are eligible for CME, as well as a variety of on-demand webinars that may also be eligible for CME. Please visit our [CME page](#) to register.



## Legal, Finance, and Security

### **Are eConsults medical care?**

eConsults are an information service and therefore not considered medical care. It is up to the provider whether he or she chooses to follow the specialist's opinion. The point of care remains with the provider.

### **Who is responsible for the patient's care?**

Because eConsults are an informational service only, the primary care clinician retains sole responsibility for the patient's care and all decision making regarding treatment.

### **What if I do not agree with the advice received through an eConsult?**

The clinician is not required to follow any advice given by a specialist on the platform, and is fully empowered to, and should, exercise independent medical judgment to decide what to do with the information provided. Primary care clinicians agree to this in a service agreement.

### **If the patient remains my responsibility, how can RubiconMD help?**

Primary care providers may use RubiconMD to eliminate unnecessary referrals, improve necessary ones, and educate providers, empowering them to go above the accepted standard of care in many situations.

### **Is RubiconMD HIPAA-compliant?**

Yes. Both the RubiconMD online platform and the RubiconMD mobile app are HIPAA-compliant. We've ensured all components of our platform are compliant with HIPAA laws and regulations, and have retained our HITRUST certification year after year.

### **Have there been any recorded legal concerns with RubiconMD eConsults?**

Since RubiconMD's inception in 2013, there have been no legal liability issues with our eConsults.

### **Can eConsults for deactivated accounts still be accessed by organizational leadership?**

eConsults submitted by formerly employed clinicians are still accessible, both internally at RubiconMD and externally via clinical leaderships' organizational admin access.



## User Permission Options

### **What are the options for clinic leadership to see eConsults across their organization?**

We have three permission settings: Submitter, Org Admin, or Both. Submitters can submit an eConsult and manage their cases only. Users with Org Admin options will be able to view all submitted eConsults within their organization or clinic site, respectively.

### **Can email/app alerts be set for Org/Clinic admins to notify them when eConsults for a clinic are submitted or responded to?**

No, organization-wide notifications are not currently supported.

### **Can clinic or org admins see cases from provider accounts that are deactivated?**

Yes, however they cannot write back to the specialist and reopen the eConsult.

### **Can a non-clinician submit an eConsult?**

eConsults are only able to be submitted by the clinician who is assigned to the account.



## Platform Features

### **How does a clinician access RubiconMD?**

RubiconMD can be accessed through the web-based platform.

### **Can I access RubiconMD through my EHR?**

RubiconMD offers different workflows to allow eConsults to seamlessly fit into clinicians' everyday workflow, including single sign-on. Please work with your RubiconMD representative to understand the steps and timeline for your organization's integration capabilities. More information about integration can be found on the [RubiconMD Learning Center](#).

### **What eConsult fields are mandatory to submit?**

The only mandatory fields are "Question" and "Assessment/Plan". All other fields are to be completed at the discretion of the clinician to fill out only the relevant information.

### **How does a clinician attach photos, videos, labs and other documents?**

There are three methods of adding attachments: selecting and uploading a file from a saved location on the clinicians computer, dragging and dropping files saved on a computer, and uploading photos from the RubiconMD mobile camera app.

### **Do I need to remove patient identifying information when submitting lab results?**

The decision to de-identify patient information before submitting an eConsult or sharing lab results is PCP preference. However, rest assured that all RubiconMD specialists adhere to strict terms of service and follow HIPAA compliance guidelines.

### **What if I encounter an issue downloading or using the camera app for my iPhone or Android?**

[Please review the video](#) on how to upload attachments and use the RubiconMD camera app. If you still have questions, contact us at [support@rubiconmd.com](mailto:support@rubiconmd.com) for more troubleshooting help.

### **Can an eConsult be edited after it is sent to the specialist?**

No. RubiconMD has chosen to prevent changes to the eConsult body once it is submitted to maintain version control for both specialists and clinicians. This ensures both parties are discussing the same set of information. However, the clinician can always add a comment with updated information should the patient's clinical situation change, which will be alerted to the specialist. The attachments that clinicians add after submitting are similar to follow-up comments they submit and are clearly alerted as additions for the specialist.

### **Can a clinician cancel an eConsult once it has been submitted?**

No, a submitter cannot revoke a submitted eConsult. However, a submitter can reach out to



support@rubiconmd.com to revoke the eConsult for them. Once revoked, it will not be assigned to a specialist. It will, however, continue to show up on the clinicians list of submitted eConsults.

**How long does it take before a session times out?**

For security purposes, RubiconMD times out after 30 minutes of inactivity. This is for HIPAA reasons to prevent PHI from being compromised. RubiconMD will present a message to the user at 20 minutes, letting them know that in 10 minutes, their session will expire. If a user selects "Yes (allow me to stay in my session)", RubiconMD will let them continue their session.

**Can I submit an eConsult at any time, regardless of my time zone?**

Our specialists are based around the US and review eConsults at different times of the day. We welcome you to submit at whatever time is most convenient for you. Turnaround time varies based on the time of eConsult submission and the complexity of the case.

**How does a clinician ask a follow-up question to the original specialist?**

Clinicians can ask a follow-up question or leave feedback for the specialist within the text box below the response. Clinicians can select "Send follow-up" if a they would like to hear back from the specialist. Then click "Submit Response". Follow-up questions can be asked even if it is months later from the original submission. The original specialist will respond as long as they are still on RubiconMD's platform.

**Can clinicians re-open a case that they had previously closed?**

Yes, clinicians are able to re-open closed cases to ask a follow-up question to the original specialist or re-submit the case to a new specialist or specialty.

**Can I submit a case to multiple specialties?**

Yes, clinicians can submit an eConsult to multiple specialties with the click of a button. For example, clinicians can send a patient's case to both Dermatology and Infectious Disease. The turnaround time for each specialty will still be under 12 business hours in the majority of cases. Select "Ask Another Specialty" to clone an eConsult case to prepare it for submission.

**How do clinicians get a second specialist opinion from a new clinician in the same specialty? Will they see the previous specialist's response?**

If a provider wants another opinion from a different specialist within the same specialty, they can do so by selecting "Get a second opinion". In this case the new specialist will have access to the prior specialist's response. If, however, the eConsult was submitted to a different speciality, specialists cannot see each other's opinions.



### **How does a clinician submit an eConsult to a new specialty and include the response for a clinician in a different specialty?**

If the provider wants to ask a question to a different specialty and include the response from the prior specialist, then the provider can download the PDF of the prior eConsult and attach to their new eConsult.

### **How does a clinician download a summary of an eConsult?**

Click the "Download" button within the completed eConsult case.

### **Do eConsults autosave?**

Yes, drafts created both via the web-based platform and mobile app will autosave.

### **Does RubiconMD have an offline function, to draft an eConsult, and then submit when the user is back online?**

No, RubiconMD does not offer that feature at this time.

### **How do clinicians rate a specialist response?**

Clinicians can rate a specialist response by first selecting "Mark as Reviewed". The clinician will then be presented with the opportunity to rate the eConsult on a scale of 1 to 5 stars and provide additional information on the ways the eConsult supported them in delivering care to the patient. A rating of 3 stars or below prompts an internal review of the case by the RubiconMD clinical team, and often results in the case being reassigned to another specialist. Specialists with consistently low ratings will be removed from the platform. Options for reporting eConsult impact include: 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, and Use or navigate resources to deliver care. Clinicians can select more than one outcome as applicable. Submitted outcomes ratings allow the RubiconMD team to better understand the value that eConsults provide to clinicians.

### **If a case is not rated, is there a follow up alert for rating?**

No, RubiconMD does not offer that feature at this time.

### **How are clinicians notified of a specialist response?**

The clinician will receive an email notification to the email address they have registered with RubiconMD. If the clinician would prefer to receive notifications via text message, they can set-up their account to enable text notifications.

### **I have a new work email; how can I update my RubiconMD profile?**

Please email [support@rubiconmd.com](mailto:support@rubiconmd.com) to update your profile.





**Can clinicians opt for text notifications?**

Yes, clinicians can go to their account settings and enter their phone number to receive text notifications

**Who can I contact with account access or other technical issues?**

For support with technical questions and issues, please contact [support@rubiconmd.com](mailto:support@rubiconmd.com). Additionally, you can visit our [RubiconMD Learning Center](#) to get support and tutorials for setting up your account, eConsult best practice tips, case examples and more.