

# eConsult User Guide

## Contents

[About RubiconMD eConsults](#)

[What eConsults Do For You](#)

[How to Submit an eConsult Using the Camera App](#)

Updated January 2026



# 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

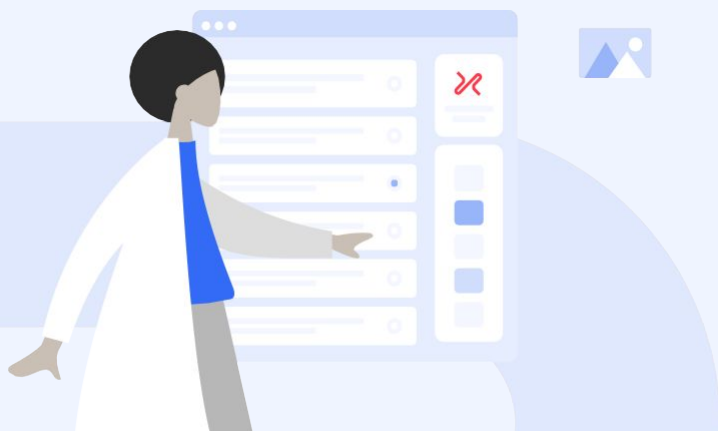
Clinician submits patient info and a question into the RubiconMD platform.

2

RubiconMD specialist responds within a few hours and answers any follow-up questions.

3

Clinician uses eConsult insights to inform the patient care plan, treat in place and avoids an unnecessary referral.





# 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)

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**140**

Specialties and specialty areas of expertise

**90%**

of eConsults improve the care plan

**Up to 70%**

help prevent unnecessary referrals and services

**~3.5 hour**

median turnaround time

**Up to \$500**

savings per eConsult



# How to Submit an eConsult

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

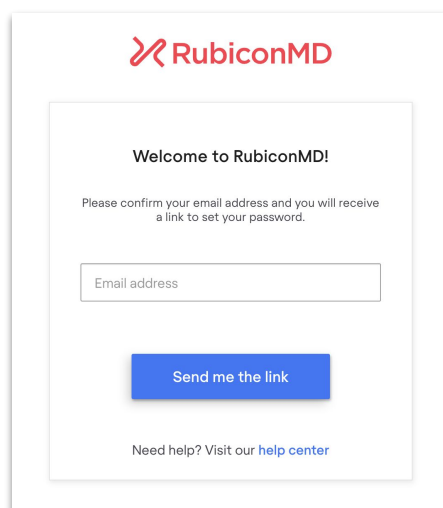
## ACTIVATING YOUR ACCOUNT

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>

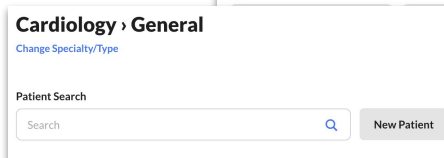
★ *We suggest bookmarking the eConsult submission page for quick and easy access!*



2

Create a new eConsult

Then choose a specialty for your eConsult submission





## 2 Continued...

Click New Patient to enter your patient’s information. Enter the required fields.

**Add Patient to Patient Registry**

Member ID - Optional

First Name Last Name

DOB

Assigned Sex at Birth

Gender Identity - Optional

Cancel Add Patient

## 3 Once you have created your patient profile, post your question for the specialist clearly and concisely—the clearer the question, the better the specialist response.

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)

**Patient: John Smitherson**

MRN	23434534
DOB	12/21/1973
Age	50 years old
Sex Assigned at Birth	Male
Gender Identity	Man
Race & Ethnicity	Native American or Native Alaskan
Assigned Clinician	Sally Struthers

Update Patient Info

**Question**

**Background**

Attachments

Add Attachments

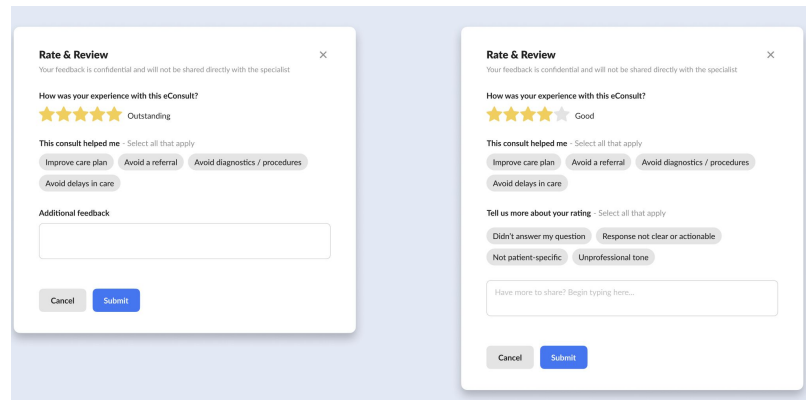
Treating Clinician

Submit eConsult



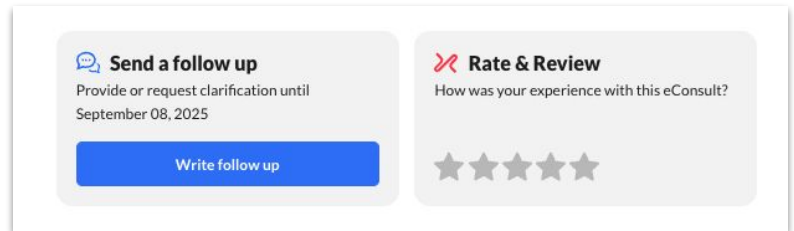
4 Next, you'll receive an email notification of your specialist's response to your eConsult.

Navigate back to the RubiconMD eConsult platform to view their response.



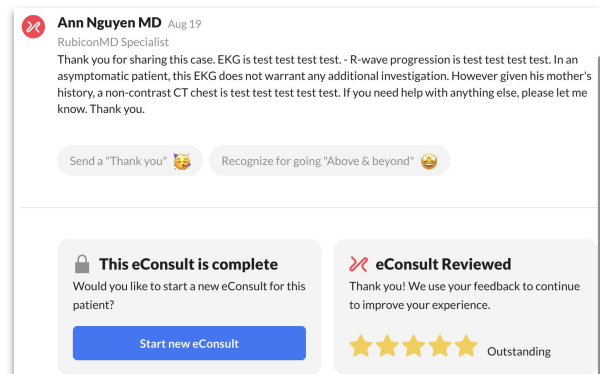
Ready for Review				
Patient	DOB	Status	Type	Updated ↓
Smitherson, John	5/10/1980	New Response	Allergy and Immunodeficiency › Immunodeficiency Disorders	Today

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



6 Mark your consult as reviewed.

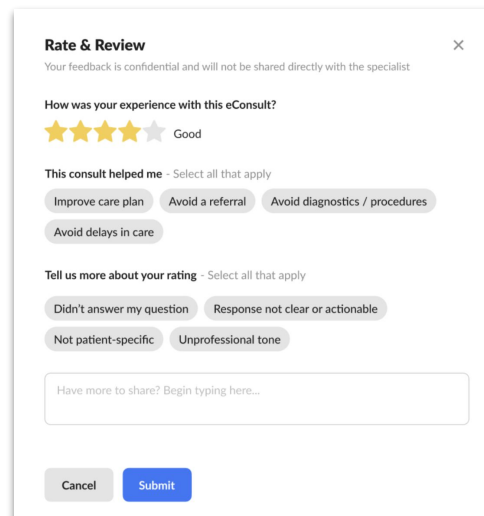
The ability to review your eConsult will appear in the bottom right-hand corner of your screen, directly beneath the specialist response as seen in the image here:



You can:

- Send a thank you
- Recognize the specialist for going above and beyond
- Rate the specialist's response (1-5 stars)

You can then indicate if you plan to implement the specialists recommendation, how the consult helped or provide additional feedback (optional).



# Using the Camera App

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

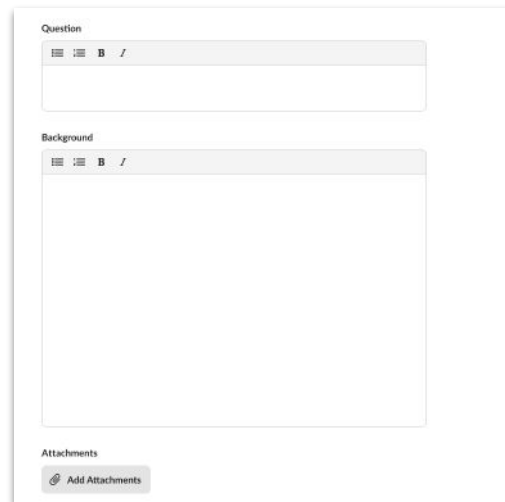
- 1 Download the RubiconMD Camera App from the App Store (iOS) or the Google Play (Android)

Video attachments are available with Version 3.0.0 or later.

Ensure you have the latest version of the App installed on your device.

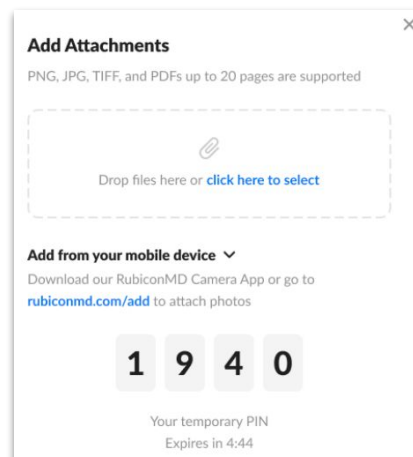


- 2 Start your eConsult as you normally would from your desktop or mobile browser. When you're ready to add an attachment, select "Add Attachment."



- 3 Select the option to "Add from another device"

Generate a one-time digit PIN



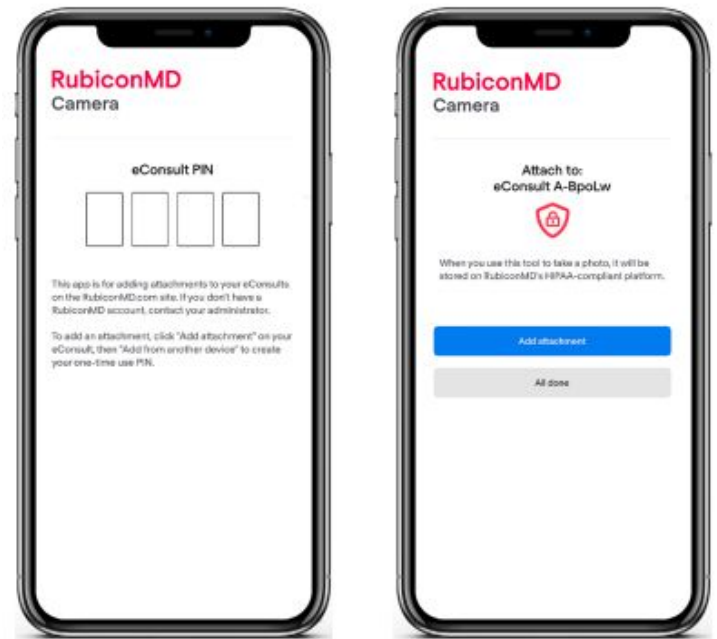


4

Grab your mobile device and open the RubiconMD Camera App

Enter the 4-digit PIN and add your photos or video (suggested video length <1 minute; file types: .3gp, .3g2, .mp4, .mov, .m4v)

When you see them successfully uploaded, select “All done,” then return to your desktop or mobile device to submit your eConsult



## Tips for Photo & Video Submissions:

- Make sure your photos are clear and provide the specialist with good visualization of the issue to support your eConsult question. If you were in the specialist’s shoes, what would you want to see?
- You can submit multiple photos with your submission. If different angles will allow the specialist to better understand the patient ailment, please provide those.
- When in doubt and when possible, submit a photo. Especially in specialties like Dermatology, a photo will allow the specialist to provide a better response to your question.

## Additional Helpful eConsult Resources



[Case Library](#)



[Blog & Case Studies](#)

