

# Queensland eConsultant Partnership Program The University of Queensland – Mater Research Institute (UQMRI) and Mater Adults Hospital Brisbane

## Guide to sending a request for advice.

### Overview

- Patients do not need to be current Mater Hospital patients.
- Current specialties include; Cardiology, Dermatology, Endocrinology, General Nephrology, Infectious Disease Neurology, Obstetric Medicine, Respiratory & Sleep
- 72 hour turn around response time
- Utilisation of Best Practice and Medical Director Clinical Software
- Suitable for patients 16 years and over that would normally be referred to adult's outpatients (cat 1-3)
- Patients requiring referral for specialist input (meet Queensland Health category 1-3 referral criteria); for internal medicine sub-specialties.
- a specialist could address the question based on referral information and without a face- to-face consultation.

## Step by Step Guide:

### Templates

Import the Request for Advice Template into your clinical software, instructions and templates for BP and MD can be found [here](#).

### With Medical Objects running:

1. From the patient file select File > New Document.
2. Select the template ECONSULT Request for Specialist Advice by double clicking on the template name: Medical Objects codes CE4101000RT (cardiology), EE4101000WW (endocrinology), DE4101000K9 (dermatology), RE4101000TH (respiratory), NE410100025 (nephrology), NE41010008F (neurology), IE4101000UC (infectious diseases) and OE41010005A (obstetric medicine)
3. Select & populate: patient demographics, medical history, current conditions, social and family history and pathology/investigation results if required.
4. Enter details about the reason for seeking advice: 1-2 specific questions to the specialist.
5. Select all and then copy the template (Ctrl + A then Ctrl + C).
6. The Referral Client Trinity will recognise the template and will pop up a large "M" on the screen (bottom right corner).
7. Double click the "M" icon to open the referral window.
8. The referral details should auto-populate, and the Message Preview window will be displayed.
9. If details did not auto populate, search for ECONSULT & select send.
10. If you wish to send correspondence or a photo (as a pdf) there is an option to send a second message with only PDF attachments: right click on the little "m" symbol in taskbar & select "create new message (PDF)". Images should be imported to word and saved as a PDF before sending.

11. Check for a reply from the Mater eConsultant. Replies will be received through Medical Objects and appear in the doctors Inbox. Note: A reply may include a request for additional information.
12. Upon reviewing the reply, the GP is to take action to follow up with the patient to discuss the information provided by the Specialist and record the patient outcomes in the patient's clinical notes as usual.