

The Three Cs of eConsult Quality

CONCISE

- Provide a **comprehensive yet concise description** of your patient's relevant case presentation history, physical exam details, and test details.
- Prevent sharing irrelevant information by only including information **related to your question** and by highlighting relevant data from attachments (e.g. specific lab abnormalities) in the body of your consult. Include **normal ranges** for lab results.
- Pay close attention to **spelling, punctuation** and **grammar** when drafting your consult.

CLINICALLY RELEVANT INFORMATION

- **When available, use our Pro-Tips** to determine history, physical exam, and test details needed for specific specialists to provide a complete response to your questions.
- When appropriate, consider referencing **specific barriers to care** your patient might face (e.g. Medicaid/Medicare, anticipated wait and travel times, homebound, correctional facility, etc.).

CLEAR QUESTIONS

- Make sure your questions are **clear** so that the specialist can provide a comprehensive concise response. If you are asking more than one question, consider numbering and separating them.
- **Consider opening a new consult for a follow-up question** if a substantial amount of time, e.g. 3 months, has passed since you asked the previous question.
- If you are asking a question about a **new patient**, open a **new consult**, even if you have an open consult for a patient with the same symptoms or diagnosis.

