



Medical Consult Guidelines

Below, please find guidelines to help you in responding to eConsults on our telehealth platform that meet the needs of our safety net clinic providers.

- a. **Understanding the providers and clinics we serve:** You will be consulting on a variety of providers with a range of licensure (MD, DO, NP and PA) with a range of experience from being a year out of training to being mid-career. The clinics we serve are Federally Qualified Health Centers (FQHC) and free & charitable clinics in urban, suburban, and rural areas.
 - **Watch these video presentations about our clinic partners:**
 - [Safety Net Community Health Centers Overview](#), June 4, 2021
 - [Introduction to National Association of Free & Charitable Clinics](#), January 25, 2022
- b. **Greeting:** Start with a warm greeting in your consult note, thanking the provider for submitting the consult. If they did a particularly good job in giving you an appropriate history or asking a good question, you could mention that too. We like to give them positive feedback, so they'll be encouraged to submit more consults.
- c. **Limited information submitted by the provider?:** You will not always receive complete case information from the clinic provider. You will not have access to their EMR. We suggest that you respond to the best of your ability with the information that is given. Consider writing *"Based on the information that I have been given...my impression is the following or this is consistent with... or suggestive of"*. Then, you can request more information, but saying *"Ideally, I would like to know the following..."*. It is rare that there will be much back and forth between volunteer and provider.
- d. **Clear and organized responses:** Brief, to the point, step-by-step approach and outline is appreciated.
- e. **Cultural and Resource Sensitivity:** Include recommendations that reflect *cultural sensitivity* (e.g., if management is specific to certain ethnic groups) and *resource sensitivity* (e.g., generic medication options, less expensive imaging studies) when appropriate.
- f. **Evidence-based Medicine:** Include evidence-based medicine plus any personal experience recommendations when appropriate
- g. **Resources:** Feel free to share links to resources or attach practical and helpful protocols, articles, etc.



- h. **Closure:** Consider including this language at the end of each of your consults: *“I hope this is helpful. If you have further questions about this case, you can contact me via the messaging/chat feature in the VSee telehealth platform. In addition, if you would like to further discuss this case, consider scheduling a video consult with me on VSee. Feel free to keep me posted with how your patient fares.”*
- i. **Receive a consult that should go to a different MAVEN volunteer in your specialty room or to a different specialty?** Briefly and kindly direct the provider in your VSee note to resubmit the consult to the appropriate volunteer or into another specialty room. MAVEN has 58 specialties. See attached list.
- j. **Does the case that needs additional input from another MAVEN specialty?** When appropriate, encourage providers to also submit their consult to other MAVEN specialists via the VSee platform. We have 60 specialties, and they may be able to contribute to the case! (Adult and pediatric, specialty and primary care.)
- k. **Final Tip about Responding to eConsults** is to write your consult on a Word document that you save in your own files and cut and paste the info into the VSee form. There have been rare instances when a volunteer has “lost” their consult before hitting the submit button! There is no dictation feature but if you have a dictation app on your computer you can dictate onto a Word document then copy and paste into your consult note.
- l. **Have a complex or interesting case** and want to get feedback from your you MAVEN colleagues? Please email Jill Einstein, MD, Senior Director of Physician Engagement, jeinstein@mavenproject.org and she will email your MAVEN colleagues for feedback and will share a summary with you that you can share with the provider.

Tips for Responding to Video Consults on MAVEN Project’s VSee Platform

- a. At the beginning of the video call, always ask the provider how much time they have to speak to you and if the patient is in the exam room. Make sure the patient is not with the provider while you are talking to them. It must be a volunteer-to-provider consult.
- b. Write a brief synopsis after the call and submit via VSee note.