

Ten Attributes of High-Quality E-Consult Responses

Note: All attributes may not be required for all e-consult responses. This is purely a guideline to help you approach responding to an electronic consultation.

The Specialist advice is....

- 1. **Current, up-to-date**, and evidence-based *where applicable*.
- 2. **Helpful and/or educational** (e.g. the specialist **provides rationale** or evidence for recommendations, or attaches additional material such as guidelines or clinical pathways.)
- 3. **Patient-specific** by incorporating available patient information to the clinical question(s).
- 4. **Address each question/concern** posed by the referring provider.

The Specialist provides...

- 5. **Specific recommendations** include cost and availability of tests and treatment, while acknowledging if suggestions are off-label. Medication advice includes how to dose, titrate, and monitor response to therapy.
- 6. **Anticipatory guidance** including red flags (e.g. key features that would prompt further workup) and what to try next if recommendations do not result in a favorable outcome.
- 7. Specific advice as to **when an in-person referral with a local specialist is needed**.

- 8. **Action items that are doable** while considering possible resource limitations.

The Specialist advice is...

- 9. **Clear and organized** using logical flow where key information is easy to find.
- 10. Delivered in a **professional, supportive tone** (e.g. specialist acknowledges a difficult and/or complex case) that is open to back-and-forth communication.