

Psychiatric eConsults for Adults with Autism and Developmental Disabilities Implementation Guide



Powered by **ConferMED** for



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***“Link(ing) primary care practices and their physicians
with dedicated on-demand
psychiatric consultation services.”***

A Note from the Executive Director of Woodfords Family Services

Woodfords Family Services Adult Developmental Disability Psychiatry Consultation Program

Woodfords Family Services is thrilled to announce an innovative and time-sensitive solution to improving the delivery of psychiatric services to adults ages 18 and older with autism and developmental disorders.

With the generous support of the Maine Health Access Foundation and the Davis Family Foundation Woodfords is implementing a 2-year statewide Psychiatric PCP Consultation Pilot Program that will link primary care practices and their physicians with dedicated on-demand psychiatric consultation services. Dr. Abby Keenan who is the Medical Director at Woodfords and an experienced provider of psychiatric care to this population is now available for eConsultations.

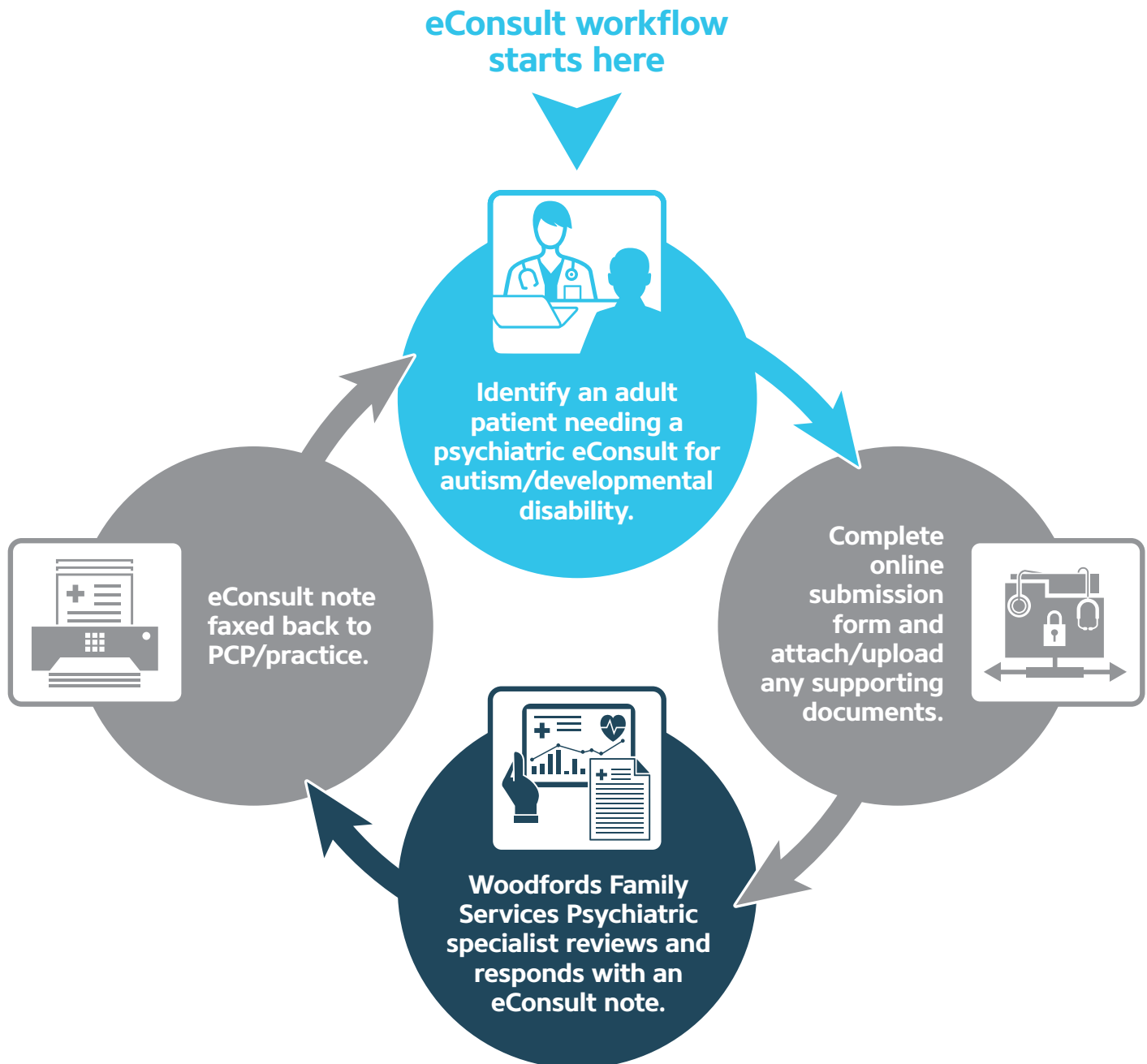
We have partnered with ConferMED to develop this electronic platform to facilitate communication between Dr. Keenan and primary care providers. This **FREE** program is available to **ALL** Maine-based primary care providers. We look forward to working with you to enhance services for adults with developmental disorders.

Sincerely,



Mark Eves
Executive Director
Woodfords Family Services

ConferMED eConsult Workflow



What to Include in an eConsult Submission

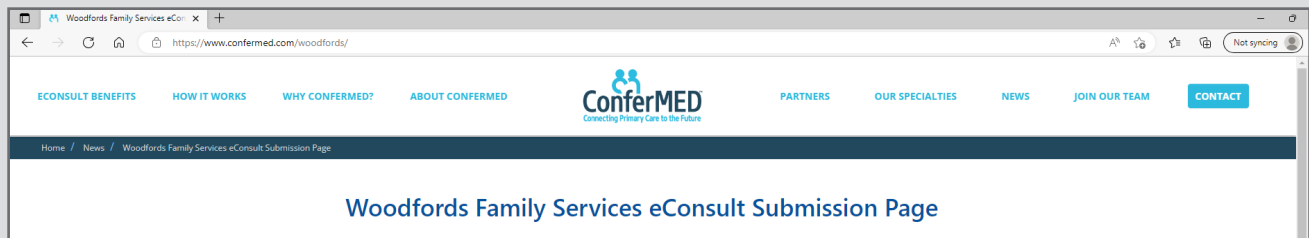
- 1) Complete online **referral requisition form**
- 2) Drag and drop most recent **progress note(s)**
- 3) Drag and drop additional **supporting documents** when appropriate and available

**If we need any additional information,
we will contact you.**

For more information or any questions regarding
eConsult submissions or workflow issues,
please contact us at
support@confermed.com

ConferMED Secure Transmission Portal Instructions

- **STEP 1:** Access Woodfords Family Services' **unique link** via web browser:
<https://www.confermed.com/woodfords/>



- **STEP 2:** Fill out required fields in the **online submission template** including:
- Email of the referral coordinator submitting request on behalf of PCP
 - Patient's name and DOB
 - Answer questions regarding patient
 - Reason for referral

Submit eConsult Referral	Fax Number for eConsult Responses: *
Please fill out fields below and upload records.	<input type="text"/>
Organization Name: *	Patient First Name *
<input type="text"/>	<input type="text"/>
Primary Care Office Site/Location: *	Patient Last Name *
<input type="text"/>	<input type="text"/>
Referring Provider Name and Title: *	Patient Date of Birth *
<input type="text"/>	<input type="text"/>
Referring Provider NPI: *	Patient MRN *
<input type="text"/>	<input type="text"/>
Referring Provider Email Address: *	Consult Question/Reason for Referral: (2000 character limit) *
<input type="text"/>	<input type="text"/>
Administrative Support Contact Email *	Primary ICD-10 Code and/or Diagnosis: *
<input type="text"/>	Select "Other" if appropriate code is not listed
	<input type="text"/>

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ConferMED Secure Transmission Portal Instructions (continued)

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If "other" is selected, please type alternate ICD-10 code and/or diagnosis here:

Own guardian? *

Language abilities? *

Living environment? *

Safety or behavioral concerns?
(you may select multiple by holding Shift while selecting): *

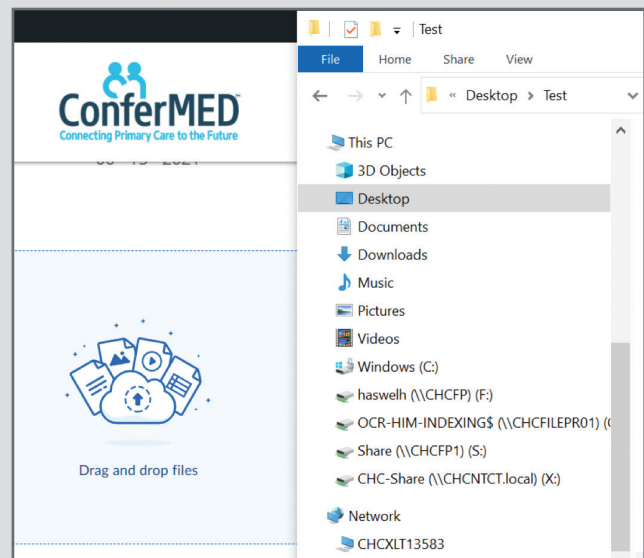
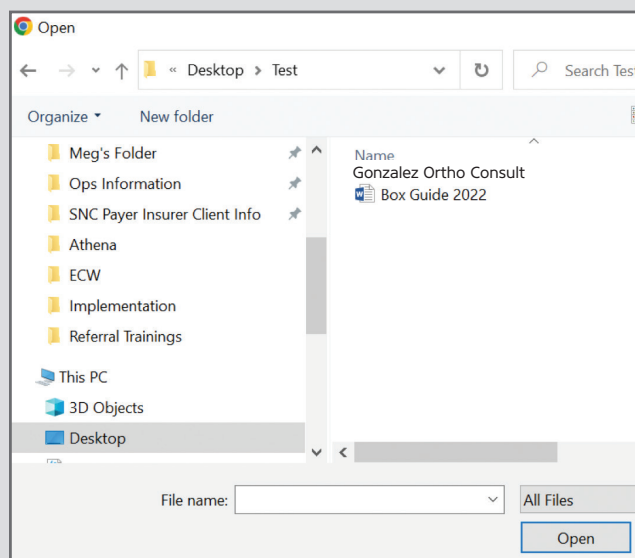
Other services received?
(you may select multiple by holding Shift while selecting): *

Previous medication trials (including duration, doses, response, side effects)
if known: (2000 character limit)

STEP 3: Upload files.

Download/Save any files you want to include in your referral to an easy to find location. Click on **“select files”** and browse for the desired files to attach to your eConsult.

OR Drag and Drop.



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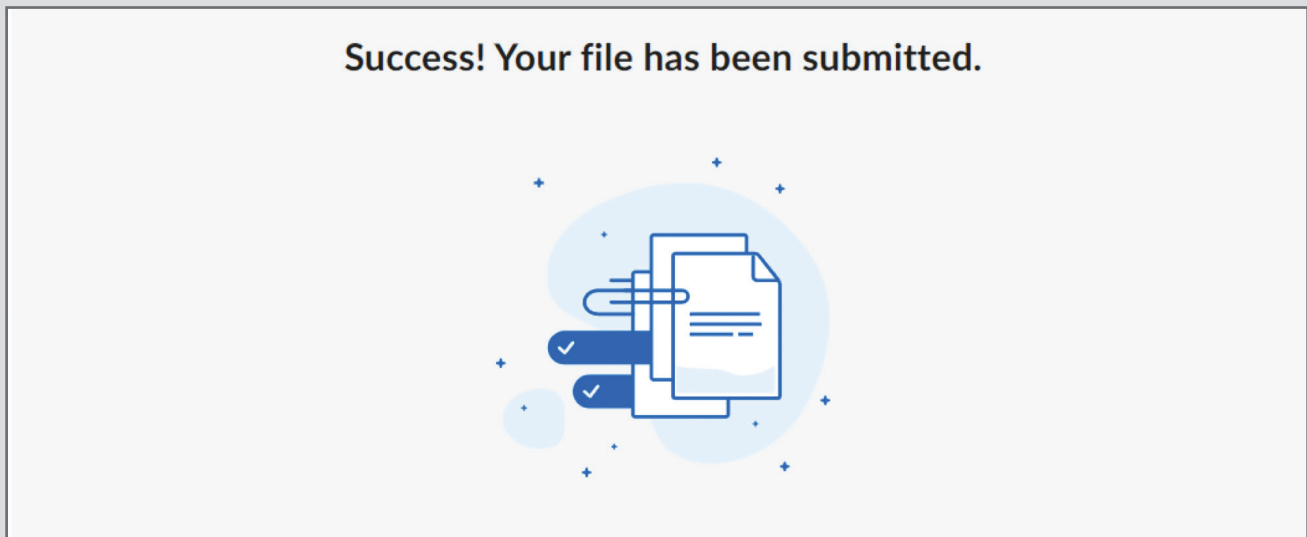
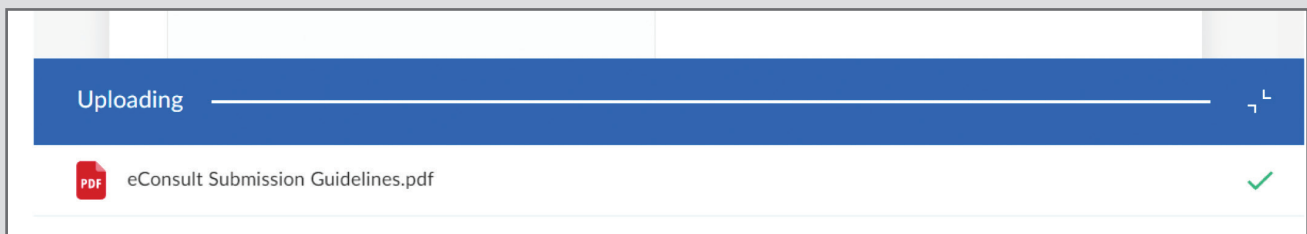
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ConferMED Secure Transmission Portal Instructions (continued)

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► **STEP 4:** Click “**Submit**” and receive confirmation that files have been uploaded.



ConferMED will receive a notification that a new file has been added to your folder and will submit the request to the specialist.

Talking to Your Patients About ConferMED

Example Talking Points for Providers

- I would like to get the opinion of a specialist about your case
- We have a new system that links me with expert specialists and lets me discuss cases electronically with them
- I can get a response in two days or less
- I will be sending your information to a specialist in (autism/developmental disabilities) so they can review it and tell me what they think
- Someone from our office will get back in touch with you once I hear back



Frequently Asked Questions by Patients

Question: *Is my information secure?*

Answer: Yes, only the specialist and PCP are able to view your information (HIPAA compliant).

Question: *What if the specialist needs to see me?*

Answer: If the PCP and/or the specialist deems appropriate, we will make an appointment for you with the next available specialist in the community.

Question: *How will I be informed of the eConsult response?*

Answer: Someone on your care team will contact you as soon as the information is received.

Question: *I already have a specialist. Why would you send my information to someone else?*

Answer: Sometimes it is helpful to get a second opinion. If you would prefer, we can set up an appointment with your current specialist.



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Appendices

[Appendix 1: How to **Dialog with a Specialist**](#)

[Appendix 2: ConferMED eConsults **Frequently Asked Questions**](#)

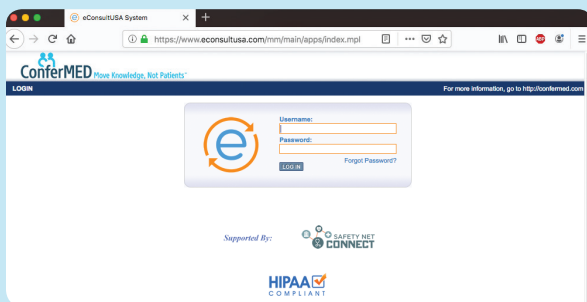
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Appendix 1: How to **Dialog with a Specialist**

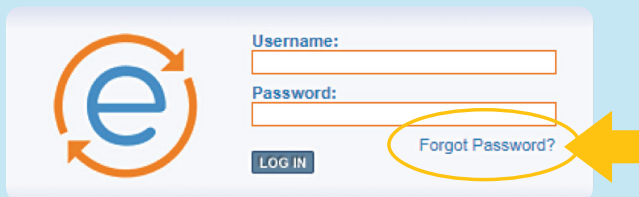
PCPs can “**Dialog**” with a specialist to submit follow up or clarifying questions after they’ve received the eConsult response back.

Logging in for the first time:

1. Go to www.econsultusa.com



2. Click on “**Forgot Password**”.



3. Enter your **username**. Your username is your work email and is ***all lower case***.

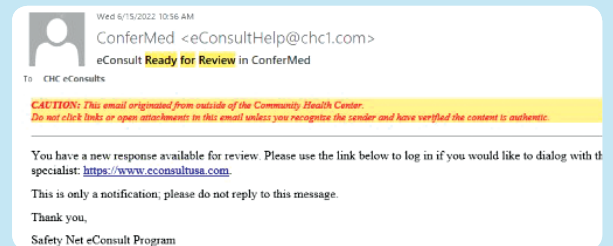
Username:

4. You will receive an auto-generated **password**. Copy and paste this to log in.

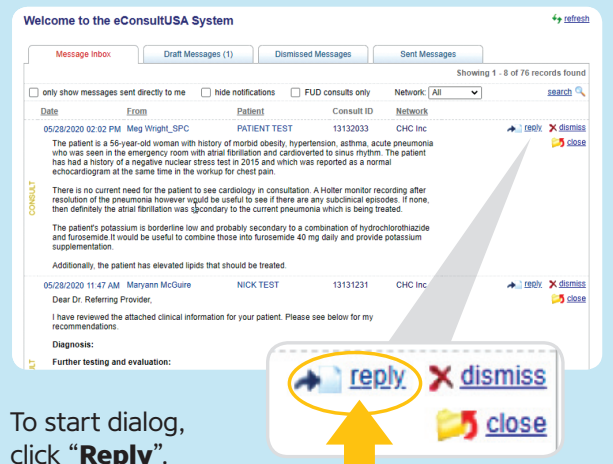
Username:
Password: [Forgot Password?](#)

Follow the prompts to update your password and click “**Next**” to confirm your contact information.

5. PCP will receive an email when an eConsult response from the specialist is available and ready for dialog. Access eConsults for dialog either by clicking on the link contained in the email or by logging in to www.econsultusa.com



The **dialog window** will remain open for **4 business days**.



6. To start dialog, click “**Reply**”.

7. Type question/message in **Message** box.

Message:

8. Once done, click “**Send Message**”.

9. You will receive an email notification when the specialist’s response is received and available in your inbox.

Appendix 2: ConferMED eConsults **Frequently Asked Questions**

PROGRAM

Question	Answer
What is ConferMED?	ConferMED is a non-profit, national network of specialists providing eConsults and other telehealth services to providers across the country.
What is an eConsult?	An eConsult is a peer-to-peer electronic communication between the primary care provider and a specialist in which the specialist reviews clinical information and provides advice and guidance to the submitting provider.
How do primary care providers (PCPs) access eConsults for their patients?	Complete the sign up process using the link in this guide. Sign ConferMED's Terms of Service and BAA. Submit eConsults using ConferMED's secure online submission portal. Educate your clinical team on the new service and get started.
How does ConferMED assess the quality of an eConsult?	ConferMED carefully recruits only the best specialists in their field and focuses on those with a particular interest in educating and supporting primary care providers. All ConferMED specialists are rigorously trained in how to deliver clear, concise consults that are appropriate for the setting where primary care is being delivered. ConferMED has a team of primary care doctors that review specialists' consults and provide regular feedback on performance and quality.
How much time does it take to get started with ConferMED?	After your practice is registered and you have signed ConferMED's Terms of Service and BAA, you can begin to submit eConsults immediately.

PAYMENT

Question	Answer
Who pays for eConsults?	All eConsults through the Woodfords Family Services Pilot Program are FREE through August 31, 2024 thanks to the generosity of grants received from the Maine Health Access Foundation and the Davis Family Foundation.

WORKFLOW

Question	Answer
Is there a need to install dedicated software into our systems?	No, ConferMED is a specialty provider group, not a software platform.
Is the platform HIPAA compliant?	Yes.

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Appendix 2: ConferMED eConsults **Frequently Asked Questions**

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WORKFLOW *(Continued)*

Question	Answer
Is there a way to ask follow up questions after receiving an eConsult?	ConferMED has a build in feature called “direct dialog” that allows each PCP to submit follow up questions to the specialist without having to submit a new consult.
How do I order an eConsult from ConferMED?	Access ConferMED’s secure online submission portal. Complete the questions. Upload or drag and drop any pertinent information and hit submit.
Is there a liability concern with eConsults?	eConsults are considered a very low risk form of consultation that have many benefits for patients and providers. While the PCP retains treatment authority and responsibility for their patient, the ConferMED eConsults gives them the benefit of getting feedback and advice from specialists rapidly, much sooner than they would if waiting for a face-to-face visit. In addition, unlike a traditional, informal “curbside” consult, with an eConsult the specialist is able to view patient data and the PCP receives a detailed note that is retained in the medical record.
Risk Management: who bears the medical/legal burden if specialist recommendation is not appropriate?	The PCP retains the provider-patient relationship. The PCP is responsible for the care provided to the patient. Specialist eConsults provide advice and guidance, but are never a substitute for the primary care provider’s judgment and should never be used to offer care for which the primary care provider is not comfortable providing. ConferMED has a robust quality review process for all its specialists to ensure that specialists provide guidance and advice that is appropriate for primary care.
How does the eConsult response get back to the PCP?	ConferMED will efax it to the number provided when the eConsult was submitted.