



**When submitting an eConsult, always remember ...**



**Do not submit a clinical concern on an admin template!**

- Admin templates do not ask important safety questions and will not flag urgent queries to the triage team.
- Admin templates do not offer emergency advice or urgent signposting to a suitable service.
- Help and advice will be delayed, and you will be asked to resubmit your eConsult appropriately.



**Do provide detailed information!**

- Submitting a template with little information wastes clinical time, as the team will need to request further information before offering advice and support.
- Providing lots of information will allow for a thorough review and allow the team to signpost you to the most appropriate clinician or service.



**Do not submit an admin concern on a clinical template!**

- Time is required to redirect, inform the patient, and close the eConsult that has been submitted inappropriately which may cause delays to patients requiring clinical help.
- You will not receive the help and advice required right away, and resolving your query may be delayed.



## **Do submit an eConsult instead of contacting the Practice where possible!**

- An eConsult can be submitted at any time between 8.00am and 18.30pm, and you will not need to wait in a queue to contact us.
- Using the eConsult service where possible reduces our telephone queue and allows vulnerable patients or patients with accessibility needs to contact us by telephone more easily.



## **Do not misuse the 'go back' feature when not appropriate!**

- If the patient goes back and changes their answer, despite receive an emergency re-direct, they will be putting themselves in serious risk to their health.
- The surgery staff/ clinicians may be unable to pick up on how serious the patients' issues are. For example, a patient may be having symptoms of a serious condition requiring urgent hospital admission. If the patient goes back, and amends their answer to move past the redirect, the information is not accurately relayed through the platform.



## **Do check you have provided your correct contact information!**

- Incorrect contact information will delay the advice and help we can offer you.



## **Do not submit multiple concerns on one template!**

- The template won't ask specific questions for (one or both of) their condition(s) and could pose a potential risk to the patient.
- This will waste both clinical and administrative time to reach out to the patient and ask to re-submit their e-Consult using the correct template(s).