

Getting an eConsult

from a UVM Health Network Specialist

WHAT IS AN ECONSULT?

An eConsult is a way for your primary care provider to quickly get advice from a specialty provider in the UVM Health Network on your behalf. This action is completed in a secure electronic messaging feature within our electronic health record system.

WHY DOES MY PRIMARY CARE PROVIDER NEED TO CHECK WITH A SPECIALIST?

Your Primary Care Provider would like to consult on your specific case with a specialty provider through our electronic health record. This will allow your provider to start the process of consulting so you don't have to wait to schedule an appointment with a specialist. The goal is to get you and your provider faster access to a care plan from a specialist.

IS THERE A CHARGE FOR AN ECONSULT?

There is a cost associated with an eConsult, similar to a co-pay for seeing a specialty provider. This co-payment amount will depend on the type of insurance coverage you have and may be lower than an in-person visit.

There is no charge if the specialist declines the eConsult or doesn't provide an answer.

HOW LONG DOES AN ECONSULT TAKE?

An eConsult takes up to a week to complete. Your provider will review the specialist's feedback and then reach out to discuss your care plan together.

HOW CAN AN ECONSULT HELP ME?

The eConsult may result in your care staying with your primary care provider, with no visit needed to a specialty provider to find this out.

Or, if a referral is needed to see a specialist, your provider's office will help coordinate the referral and ensure that you see the best provider to meet your care needs.

HOW CAN I VIEW THE SPECIALIST FEEDBACK FROM MY ECONSULT?

Like all visit notes, you can view the detailed information from the specialist in the MyChart, our online patient portal, as soon as they are available.

CAN I REFUSE AN ECONSULT?

Absolutely. You can have your Primary Care Provider place a referral to the specialist instead. The eConsult is available to help expedite your care and you don't have to have one if you prefer an in person visit with your specialist first.

I STILL HAVE SOME QUESTIONS.

WHO CAN I ASK?

If you have questions after leaving your provider's office, please reach out to the office by phone or use the secure message feature in the MyChart patient portal.

