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The webinar recording and presentation  
will be available after the webinar.*

# eConsults in South Carolina: Provider Perspectives

**July 27, 11:00am-12:00pm EST**

## Presenters:

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South Carolina Telehealth Alliance

**Harsha Karanchi, MD**

Associate Professor  
Division of Endocrinology  
Diabetes and Metabolic Diseases  
Department of Medicine  
Medical University of South  
Carolina

**Hailey Libengood, PA-C**

Primary Care Provider  
ICNA Relief-Shifa Clinic

**James T. McElligott, MD,  
MSCR**

Associate Professor, Pediatrics  
Telehealth Executive Medical Director  
Medical University of South Carolina  
SCTA Advisory Council Co-Chair

**Jim Oates**

Professor of Medicine  
Director, Division of Rheumatology  
and Immunology  
Department of Medicine  
Medical University of South  
Carolina

**Leigh Pate, DNP, FNP-BC**

Associate Professor  
College of Nursing  
University of South Carolina  
County Family Nurse Practitioner  
Community Medical Clinic of  
Kershaw

**Meg Wright**

Client Operations Manager  
ReferWell



A photograph of an older male doctor with grey hair and a beard, wearing glasses and a white lab coat over a blue checkered shirt. He has a stethoscope around his neck and is sitting at a desk, typing on a laptop. The background is a bright, out-of-focus office space with a window and a potted plant.

# eConsults in South Carolina: Provider Perspectives

July 27, 2022



# SC Telehealth Alliance (SCTA)

- Statewide collaboration of many organizations joining forces to expand telehealth services across the state
- Funded primarily by the SC Legislature
- Administered out of the MUSC Center for Telehealth
- Guided by Advisory Council
  - Dr. Jimmy McElligott (MUSC) and Kathy Schwarting (PCC), co-chairs
  - Representation from Prisma, McLeod, SCDMH, SCDHHS, SCHA, SCETV, Rural Health Clinic
  - SC General Assembly Members – Sen. Thomas Alexander and Rep. Murrell Smith



# SC eConsult



+



Extending access to specialty-informed care  
In South Carolina through eConsults

# eConsults Defined

- Online provider-to-provider communication, usually between a PCP and specialty provider
- Asynchronous, or store-and-forward (not real-time)
- PCP submits request for eConsult via online portal, including any supplemental information (labs, images)
- Consulting specialist reviews and responds, allowing PCP to manage next steps in the patient's care plan





# eConsult Benefits

## **Alleviates Access Barriers**

- Improves patient access
- Shorter wait times for specialty care

## **Cost & Time Savings**

- Next steps in patient's care plan can be managed locally with PCP
- Patient remains in home community, avoiding unnecessary care and travel time/expenses

## **Quality/Experience of Care**

- Improves care coordination and builds relationship between PCP and Specialist
- Improves timeliness of care (2-day turnaround for eConsult response)
- Provides documentation of all provider-to-provider communication

# SC eConsult – Current State

## Consulting Specialties

- Rheumatology
- Neurology
- Endocrinology
- Clinical Genetics

## Referring Providers

- About 30 providers across 6 clinics

## eConsult Volumes

- 20 eConsults to-date
  - 10 Neurology
  - 8 Endocrinology
  - 2 Rheumatology

## Reimbursement Landscape in SC



- Medicare
- United Health



- SC Medicaid
- BCBS SC

## Internet Interprofessional Consultation

- 99451: consulting provider
- 99452: requesting provider

# Today's Goal – Provider Perspectives

- **Gain Perspective:** Understand referring and consulting provider perspectives around eConsults (generally and SC eConsult program specifically)
- **Benefits and Challenges:** Discuss and explore the benefits and challenges in SC and generally around eConsult programs
- **Areas of Opportunity:** Understand barriers to utilization of eConsults in SC, and identify areas for optimization
- **Inform and Educate:** Answer any questions and provide insight around eConsult initiatives in SC, including specific questions for referring and consulting providers



# Specialties Available in eConsult\* Pilot Phase



Rheumatology



Endocrinology



Neurology



Clinical Genetics

\*Providers in additional specialties are available for referrals.

# How It Works – 3 easy steps!



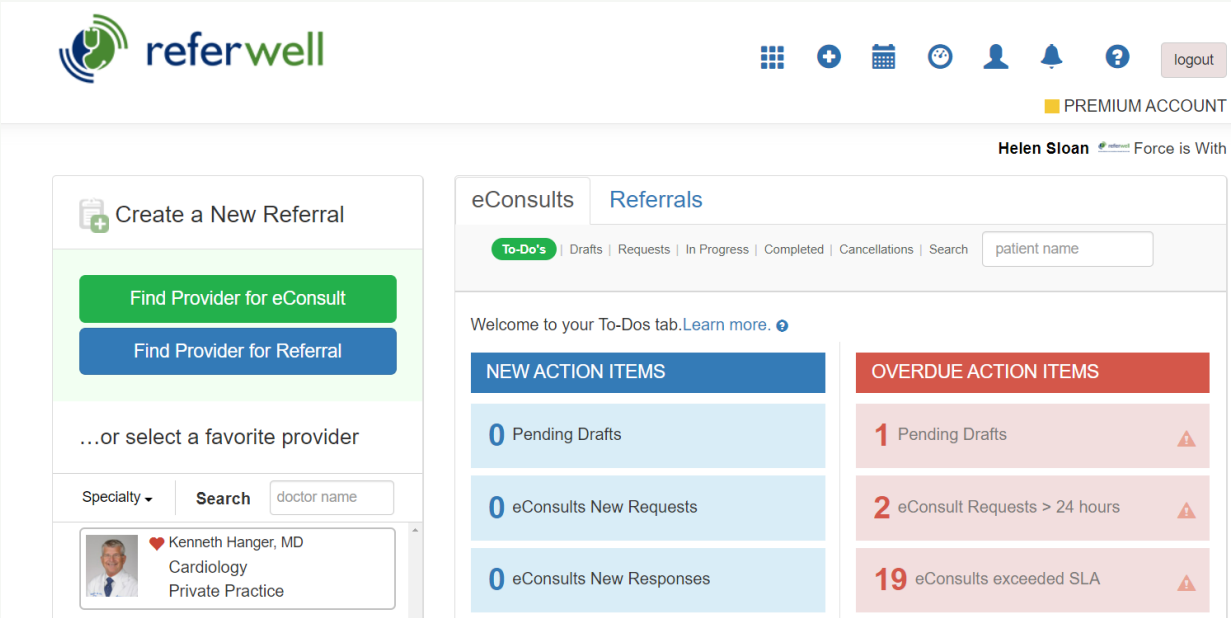
**Search** for a provider for eConsult



**Fill in** patient information, upload clinical & supporting documents and hit Send



**Get a response** within two business days



 Create a New Referral

Find Provider for eConsult

Find Provider for Referral

...or select a favorite provider

Specialty ▾

Search



♥ Kenneth Hanger, MD  
Cardiology  
Private Practice

eConsults

Referrals

To-Do's

Drafts


Requests

In Progress

Completed

Cancellations

Search

Welcome to your To-Dos tab. [Learn more.](#) 




## NEW ACTION ITEMS

0 Pending Drafts

0 eConsults New Requests

0 eConsults New Responses

## OVERDUE ACTION ITEMS

1 Pending Drafts 2 eConsult Requests > 24 hours 19 eConsults exceeded SLA 



## Find New Provider for eConsult



Search by MRN

Search by Insurance

### Networks

My Networks

### Specialty\*

Select a Specialty

### Insurance Provider\*

SELF PAY OR NO INSURANCE

### Insurance Plan\*

SELF PAY OR NO INSURANCE

Find Providers

Cancel

## Find New Provider for eConsult



Search by MRN

Search by Insurance

### Networks

My Networks

### Specialty\*

Neurology

### Subspecialty/Procedure

General consult

### Insurance Provider\*

Blue Cross Blue Shield of South Carolina

### Insurance Plan\*

BlueCard PPO Basic

Find Providers

Cancel

### Networks

My Networks ▼

### Originating Office/Zip

MUSC Health Pediatrics & Internal Medicine, 2750 Dantzler Drive... ▼

### Type of appointment

eConsult ▼

### Specialty

Neurology ▼

### Subspecialty/Procedure

General Consult ▼

### Insurance Provider

Blue Cross Blue Shield of South ... ▼

### Insurance Plan

BlueCard PPO Basic ▼

Search

## Select a Provider

Filter:



✓ Add Favorite

(917) 512-4748

**MUSC NEUROLOGY** 📍

**MUSC Neurology**

Blue Cross Blue Shield of South Carolina BlueCard PPO Basic  
Network: Medical University of South Carolina

Request eConsult Session

## eConsult Session - Request

### Originating Office\*

MUSC Health Pediatrics & Internal Medicine, 2750 Dantzler Drive, North Charleston, SC

### PATIENT INFORMATION

#### First Name\*

Meg

#### Middle Name

#### Last Name\*

Referwell

#### Email

meg.wright@referwell.com

#### Date of Birth\*

02/02/1990

Gender ☐ Male ☒ Female

Follow Up? ☐ Yes ☐ No

Urgent ☐ Yes ☒ No

#### Primary/Cell Phone\*

(800) 975-5875

#### MUSC MRN

121212e

#### SSN

### ## ####



#### Language

English

Add demographic information

### ADDITIONAL INFORMATION

Secondary Phone



### PROVIDER/CENTER



### MUSC NEUROLOGY



### LOCATION

MUSC Neurology  
171 ASHLEY AVE  
Charleston, SC, 29403  
(917) 512-4748



SPECIALTY / DIAGNOSIS

Specialty

Neurology

Diagnosis

Procedures and tests

General consult

INSURANCE

Insurance Provider

Blue Cross Blue Shield Of South Carolina

Insurance Plan

BlueCard PPO Basic

Member ID

1234

Reason for eConsult

☐ Patient provided verbal consent for eConsult service and understands there may be cost sharing

NOTES

Add a note

### Reason for eConsult

Migraines

☒ Patient provided verbal consent for eConsult service and understands there may be cost sharing

### NOTES

Patient has neurological condition and has tried multiple medications. All diagnostic imaging has been normal. Patient has been following provider recommendations. What course of action can I try next?

Please include a clear clinical question. The better and more concise the question, the more precise the answer!

### ATTACHMENTS

#### Upload a document

Choose File CCDA & Clinical Notes.pdf

Choose File No file chosen

Cancel

Save Draft

E-sign and Send eConsult

Chinese

English

Spanish

French



# Confirmation


Dear Helen Sloan,


Your eConsult request was sent to Dr. MUSC NEUROLOGY at MUSC Neurology on 07/14/2022 at 16:40PM.

Dr. NEUROLOGY will respond to your request within 2 business days.

If you need additional assistance with this request, please email [telecustomerservice@musc.edu](mailto:telecustomerservice@musc.edu)



MUSC NEUROLOGY ★   
MUSC Neurology  
171 ASHLEY AVE  
Charleston, SC 29403

 Print Page





# Confirmation

Dear Helen Sloan,

Your eConsult request was sent to Dr. Zeke M Campbell at MUSC on 07/15/2022 at 13:55PM.

Dr. Campbell will respond to your request within 2 business days.

If you need additional assistance with this request, please email [telecustomerservice@musc.edu](mailto:telecustomerservice@musc.edu)



**Zeke M Campbell, MD**  
MUSC  
1600 Midtown Avenue  
Mount Pleasant, SC 29464

eConsults

Referrals

To-Do's

Drafts

Requests


In Progress

Completed

Cancellations

Search

patient name

Welcome to your To-Dos tab. [Learn more.](#) 

### NEW ACTION ITEMS


0 Pending Drafts


0 eConsults New Requests

1 eConsults New Responses

### OVERDUE ACTION ITEMS

1 Pending Drafts 

2 eConsult Requests > 24 hours 

19 eConsults exceeded SLA 

eConsults

Referrals

To-Do's

Drafts

Requests

In Progress

Completed

Cancellations

Search

patient name



Meg Referwell  (800) 975-5875

ECONSULT DONE



Referred to Zeke M Campbell, MD

Reason for eConsult: Migraines

## eConsult Request for Patient

**Meg Referwell**

FEMALE · 32 years old · **DOB:** 02/02/1990

**MRN:** 121212e · **Tel:** (800) 975-5875



ECONSULT REQUEST TIME / DATE:  
07/14/2022 at 16:39PM

STATUS:

Done

ORIGIN

Web

PROVIDER LOCATION:

Consulting

Referring

Zeke M Campbell, .

**Tel:** (843) 792-3223

MUSC

1600 Midtown Avenue

Mount Pleasant, SC 29464

Notes

Demographics

History

Communication

Referral and Clinical Notes (3)

Add New Note



Note

Friday, July 15, 2022, 2:09pm

from **Zeke M Campbell, MD**

Thank you for the consult. Please see my recommendations below.

Recap of patient's problem and conditions

Treatment Plan:

Possible medication options and how to dose

Diagnostic imagining to order

Advice and guidance given to provider to on patient's condition

Advice given to provider on how to counsel patient on condition

Please let me know if you have any further questions.

Dr. Example



Note

Friday, July 15, 2022, 1:55pm

from **John Brown**

Reassigned to Zeke M Campbell, MD from MUSC NEUROLOGY

Reason: Reassigning to a more appropriate specialist for this condition



# Integrate eConsults into your referral process



eConsults can provide a fast response when it may take weeks for a patient to be seen



Create referrals in your EMR for tracking and have support staff submit on your behalf



Use Tip Sheets to see if your patient's condition can be served by an eConsult

# SC eConsult: Provider Perspectives



**Leigh B. Pate**  
DNP, APRN, FNP-  
BC

Community Medical  
Clinic of Kershaw County  
Family Nurse Practitioner



**Hailey Libengood**  
PA-C

ICNA Relief – Shifa Clinic  
Primary Care Provider



**James T.  
McElligott, MD**

Telehealth Executive  
Medical Director  
MUSC Health

Co-Chair, SC Telehealth  
Alliance Advisory Council



**Harsha Karanchi,  
MD**

Associate Professor  
Division of Endocrinology  
Dept. of Medicine  
MUSC Health



**Jim Oates, MD**

Professor of Medicine  
Director, Division of  
Rheumatology and  
Immunology  
Dept. of Medicine  
MUSC Health

# SC eConsult Toolkit

For more information,  
email [info@sctelehealth.org](mailto:info@sctelehealth.org)

SOUTH CAROLINA  
**Telehealth**  
ALLIANCE

 **referwell**  
Leveraging the referable moment<sup>SM</sup>

- Step by Step How-To Guide
- Workflow Tips
- Optimizing eConsults – Tips for asking great questions
- Specialty-Specific Information, including example questions
- Success Stories

SOUTH CAROLINA  
**Telehealth**  
ALLIANCE

# Contact Us for More Info

**Sonya Ebeling, MPA**

Manager, SC Telehealth Alliance

[sonya@sctelehealth.org](mailto:sonya@sctelehealth.org)

[info@sctelehealth.org](mailto:info@sctelehealth.org)

**Meg Wright**

Client Operations Manager, ReferWell

[meg.wright@referwell.com](mailto:meg.wright@referwell.com)

[SC eConsult sign up](#)