

Prior to Meditech Expanse, the Provider Consultation workflow differed from division to division. In Expanse, the Order Dictionary and associated order screens will all be standardized. However, there is some flexibility in how we present the Consult Orders to end-users based on a few accepted workflows. This document will cover each of those available options. During Expanse readiness, each facility should indicate which consult workflow they would like to utilize, and the corporate Order Management team will ensure the orders are built to support that choice.

Option 1: Provider to Provider Consults

This workflow assumes that ALL consults are called from provider to provider. No nurses, clerks, or other ancillary staff are responsible for completing the consult.

At time of order entry, the ordering user must answer two required fields:

1. Consulting Provider
2. Reason for consult

Adding the provider name to the "Consulting Provider" field will add the patient to the designated providers Rounding & Consultations Lists.

Group consults are not supported with this workflow. If a user attempts to consult a provider group, they will receive the following conflict.

Option 2: Provider/Clinical Staff to Provider Consults

This workflow assumes that routine consults can be called by providers or other ancillary staff such as nurses or unit clerks. This option is further split into 2 groups. Option (2a) indicates that the facility supports group consults, and Option (2b) indicates that the facility does NOT support group consults. **Stat consults should still be called from provider to provider.**

Option 2a

At time of order entry, the ordering user must answer 1 required field:

1. Reason for consultation

There are 3 optional fields to indicate who is being consulted:

1. Consulting Provider
2. Consulting Provider Group
3. Consult on-call provider

The provider should answer 1 of these 3 fields to indicate who they desire to consult.

Option 2b

This option is identical to option 2a, with the following exceptions:

- The “Consulting Provider Group” field will not appear on the order screen.

Consult to Hospitalist

Routine * New 10/23/23 20:26

Consulting Provider:

Consulting Provider Group:

Consult on-call provider:

* Reason for consultation:

Comment:

Consult to Hospitalist

Routine * New 10/23/23 21:49

Consulting Provider:

Consult on-call provider:

Note:

* Reason for consultation:

Comment:

Consult to Hospitalist

Routine * New 10/23/23 20:26

Consulting Provider Adams,Carolyn

Consulting Provider Group

Consult on-call provider

* Reason for consultation

* Consulting provider notified

* Consulting provider notified

Notified date

Notified time

Who was notified

If a “Consulting Provider” is specified, an additional required field appears, asking if the provider has been notified.

If it is indicated that the consulting provider has been notified, additional optional fields appear to document who was notified and the date/time of the notification.

If it’s indicated that the Consulting provider has been notified, no further action is required by the ordering user or clinical staff.

Stat Consults

Consult to Hospitalist

Stat * New 10/30/23 09:22

* Consulting Provider

Note

* Reason for consultation

* Consulting provider notified

Comment

If a stat direction is selected for a consult order, the ordering user must answer 3 required fields:

1. Consulting Provider
2. Reason for consult
3. Consulting provider notified

It’s expected that stat consults are called from provider to provider.

The following scenarios will require additional follow-up by clinical staff. Please follow your local guidelines for determining who is on-call and how to notify the providers.

- **If a Consulting Provider is defined, but they have NOT been notified** – Clinical staff are to notify the consulting provider and update the order accordingly.
1. **If the ordering user only specified a provider group** – Clinical staff are to determine who is on call for that group, notify the consulting provider, and update the order accordingly.
 2. **If the ordering user only specified to use the on-call provider** – Clinical staff are to determine who is on call based on the specialty defined in the Order name, notify the consulting provider, and update the order accordingly.

Updating the Consult Order

If a nurse, unit clerk, or other clinical staff are responsible for notifying the provider, they are also responsible for updating the order to indicate the provider was notified.

To update the order, follow these steps:

1. Navigate to current orders
2. Select the Consult Order
3. **Select an order source of "Department Process."** This ensures the order does not re-queue to the provider for signature.
4. Specify the Provider that was notified in the "Consulting Provider" field.
5. Select "Yes" in the "Consulting provider notified" field.
6. Add details about who was notified and when it occurred as needed.
7. Save the changes

Adding the provider name to the "Consulting Provider" field will add the patient to the designated providers Rounding & Consultations Lists.

Surveillance

A surveillance profile called "Consult not called" has been created that will alert nurses and unit clerks of any consult orders in which the consulting provider has not been

<input type="checkbox"/>	Test, Kayla	1487965-...	Test, Kayla	respirator	Consult not called	11:38...
		09/15/23	35 F	Provider ...		11:38...
>		ADM IN		Resus Sta...		

notified. This surveillance flag will appear on the Patient Care Status board.

This surveillance is driven by the “Consulting provider notified” query on the order screens. Once a provider has been notified, staff should ensure the order is updated appropriately. Once the order is updated, and the “Consulting provider notified” field equals Yes, the surveillance alert will no longer appear.

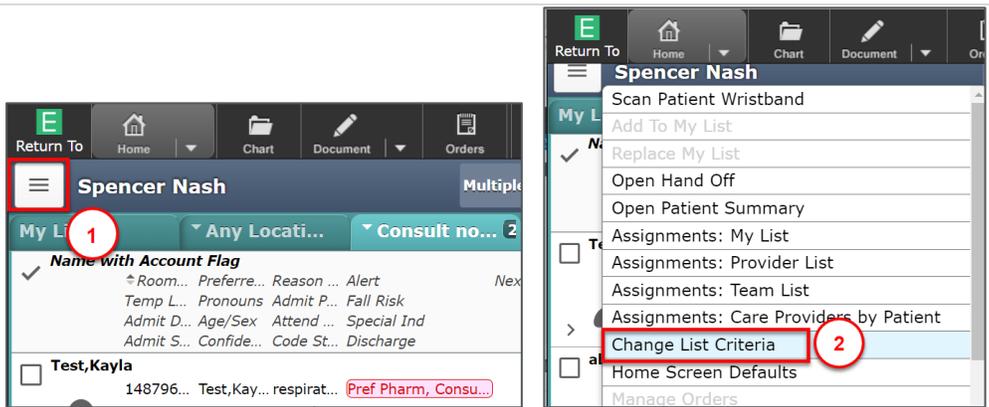
Surveillance Profile Criteria		Close						
Test, Kayla 35 F 11/13/1987 Allergy/Adv: Not Recorded								
Profile Qualified	Instance							
Consulting provider notified = No 10/23/23 14:23	6	<p>Details</p> <p>Patient has at least one consult order that has not been called. In order to resolve, call the remaining consults and update the consult order to reflect that the provider was notified.</p> <p>Associated Data</p> <p>Qualifying Criteria</p> <table border="1"> <tr> <td>Order</td> <td>Consult to Neurology</td> </tr> <tr> <td>Order Status</td> <td>Verified</td> </tr> <tr> <td>For Surveillance Use Only - Consulting provider notified</td> <td>No</td> </tr> </table>	Order	Consult to Neurology	Order Status	Verified	For Surveillance Use Only - Consulting provider notified	No
Order	Consult to Neurology							
Order Status	Verified							
For Surveillance Use Only - Consulting provider notified	No							

Clinical staff can search for patients that qualify for this surveillance profile by navigating to the “Consult not called – By Location” list.

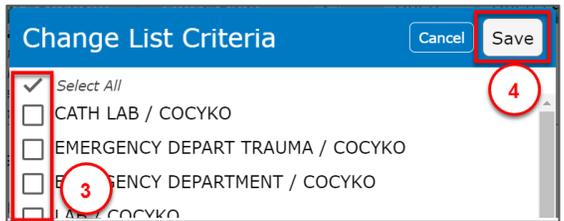
This list can be used to view all patients within a facility or specific locations in which a consulting provider has not been notified. To navigate to this list from the Patient Care Status Board:

1. Click “More Lists”
2. Locate and select the “Consult not called – By Location” option
3. Select locations as needed
4. Click Save

If a user would like to edit the location selections, they must:



1. Select the hamburger icon
2. Select "Change List Criteria"
3. Select locations as needed
4. Click Save



Additional Provider Considerations

If the Consulted Provider is moving off service, and care is being transitioned to another provider, the order should be edited, and the "Consulting Provider" field should be updated to the new provider following the patient. This will ensure the patient appears on the new provider's Rounding & Consultations Lists.

- The order can be updated by completing the following steps:
1. Navigate to Current Orders
 2. Select the appropriate consult order
 3. Update the "Consulting Provider" field with the new provider
 4. Submit the changes.

