

Questions? Contact Caren Bishop cbishop@netrc.org



INTRODUCING THE

## Maine eConsult Network Pilot Program (MEeCN)

Facilitated by <u>MCD Global Health</u>, and funded by the Maine Department of Health and Human Services, the Maine eConsult Network Pilot Program (MEeCN) uses a web-based system, powered by ConferMED, to enable primary care providers to submit electronic consultation requests to a network of Maine-licensed specialists (over 13 specialties available). This platform allows providers to securely share patient health information and communicate about patient care with the ultimate goal of improving equitable access to specialty care across rural Maine.

For questions about MCD, MEeCN, or telehealth in Maine, contact Andrew Solomon, Senior Program Manager, **asolomon@mcd.org** 

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Connecting a specialist and a primary care provider, and allowing that PCP to consult and to confer with the specialist before they make the decision about whether to order a faceto-face visit, has an enormous positive impact on access.

Daren Anderson, MD ConferMED President

## Available Network

MEeCN facilitates eConsult requests through the ConferMED platform using traditional referral workflows, which allows us to leverage Mainelicensed specialty providers.

Specialties available for eConsult requests include:

- Cardiology
- Dermatology
- Endocrinology
  - ENT
- Gastroenterology
- Hematology
- Infectious Disease

- Nephrology
- Ortho
- Pain Medicine
- Psychiatry
- Rheumatology
- Urology

## **Benefits of Engagement**



For Our Patients

Timely access to care and early intervention in addressing symptoms will result in better quality of care. Unnecessary inoffice visits, including those to the emergency department, will alleviate the financial burden on patients.



#### **For Our Providers**

PCPs who self-manage patients in need of specialty consultation will gain **enhanced education and increase their scope of practice.** Specialists will experience fewer inappropriate visits and reduced disruption in workflow.



For Our Organization

Participation in a growing trend in primary care referrals will **enhance our organization's market awareness as a trusted resource**. Additionally, reimbursement for referral review work will result in financial improvement.

### The eConsult Roadmap

**STEP 1** PCP Discusses eConsult with Patient

The PCP explains what an eConsult is to the patient, and why they think it is appropriate to reachout to a specialist. **STEP 2** PCP Places eConsult

The PCP initiates an eConsult by electronically submitting the clinical question and relevant patient history to a specialist.

#### **SCENARIO A**

eConsult Occurs; PCP has Follow-Up with Patient

If the case is appropriate for an eConsult, the specialist will answer the clinical question posed by the PCP. The PCP will then have a follow-up appointment with the patient.

#### STEP 3 Specialist Reviews eConsult

The eConsult is received by the specialist who reviews the question and information provided by the PCP. **STEP 4** Specialist Responds

The specialist responds to the PCP with a recommendation on the best course of action.

#### SCENARIO B

Patient Completes Face-to-Face Consult with a Specialist

If the case is not appropriate for an eConsult, the specialist recommends that the patient see a specialist face-to-face. Depending on the case, this can occur in-person or using telehealth.



Learn more about the benefits of eConsults at econsultmaine.org

## **Program Goals**

Ultimately, the goal of the program is to reduce disparities and improve access to specialty care in Maine, particularly among rural populations. Further, the facilitators and funders of the program hope to:

Improve Patient Experience and Access to Care Support Patients Needing Specialty Care Support Primary Care Providers in Managing Patients

Improve Payer Support of eConsults Reduce the Overall Cost of Care

The Maine eConsult Network Pilot Program is funded by the Maine Department of Health and Human Services

