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eConsult Lite (eLite) for the Smart Inbox

How to use and access eConsult Lite

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This article covers:

What is eConsult Lite?

eConsult Lite is a short eConsult template that your Reception Team can use to record submissions from patients via the phone.

The eConsult Lite (eLite or e lite) will come directly into your Smart Inbox and can be triaged alongside all the other eConsults. This means that you can provide equal care to all your patients whether they contact the practice via your website or via your phone lines.

The eConsult Lite template is made up of eight questions including three free text questions to allow your reception team to collect and record key information in a short period of time.

Clinical questions

Can you tell us why you were unable to complete an eConsult?	Tried eConsult and was advised to call the practice
How can we help?	Hot, swollen, painful knee
STAFF ONLY: What type of request is this?	A clinical problem
When did the problem start?	2 days ago
What have you tried for this already?	Paracetamol
Is there any particular help you would like?	No
STAFF ONLY: Flag this request as urgent to your practice triage team?	No
STAFF ONLY: The call is complete. Please enter your name and click 'Next step' to submit	Donald Duck

We have included two flagging questions in the eConsult Lite template:

1. We ask why the patient did not fill in an eConsult online; if they had been 'kicked-out' then we add a red flag to the consultation (so that you can triage this more urgently)
2. At the end of the form, we ask the team member completing the eConsult Lite on behalf of the patient whether they think the case is urgent; if they answer yes we add another red flag

As such, the maximum number of red flags an eConsult Lite template can have is two red flag responses. In the Smart Inbox, using the sort function, users can bring those flagged eConsult Lites to the triager's attention.

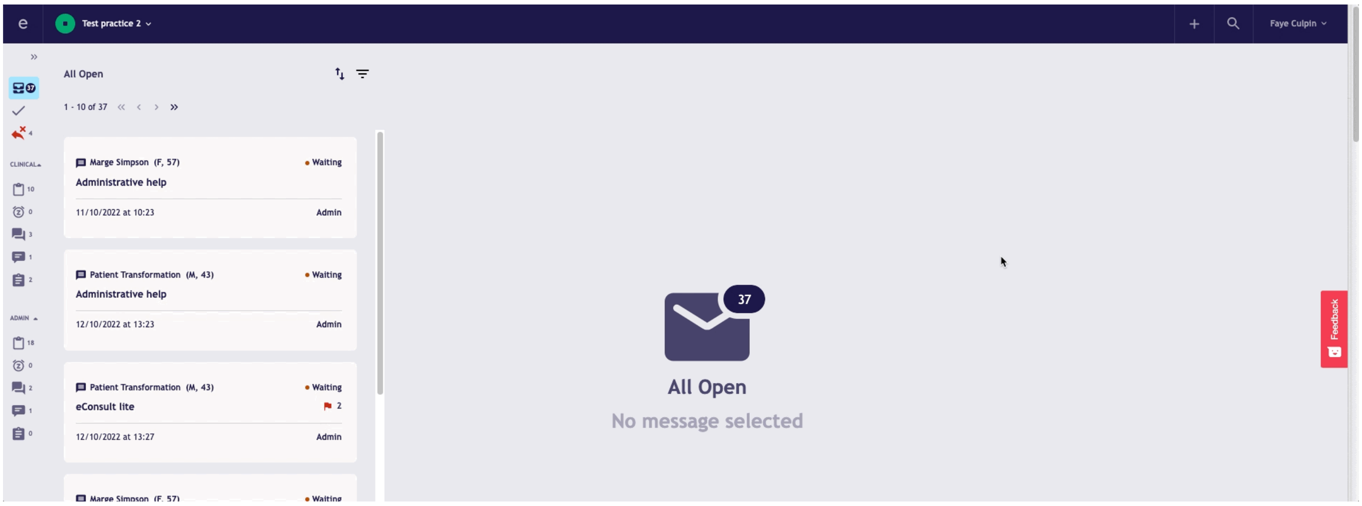
Please note auto-flagging and Urgent / Emergency Redirection is not available on this template so patients with urgent and emergency cases should be highlighted directly to your clinical team and escalated accordingly.

We have also added a box for the user submitting the eConsult to enter their name to help practices to streamline usage and support users.

The eConsult Lite submission will be received in your Smart Inbox as a Clinical eConsult. The summary card will look like the below:

How to get access to your unique eConsult Lite link

The eConsult Lite is easy to access directly from the Smart Inbox which redirects you to your unique URL. Reception can also bookmark the link too on their computers for easy access. To access on the Smart Inbox press the **+** in the top right corner and select eConsult Lite to open the link in a new browser.



Do not share the unique link with anyone outside your practice to ensure you have full control of who can use this feature.

FAQs

Can eConsult Lite being accessed when my practice is closed?

eConsult Lite can still be used by the practice team when the practice has closed for the day, used the demand management feature or the practice has hit their cap.

Can I turned off eConsult Lite?

At present you are not able to switch off eConsult Lite, you may need to communicate with members at your practice if it is being overused.

If you have any questions or you feel that this article could be improved, please feel free to give us some feedback by emailing us, pressing the emojis below or using the chat button on the bottom right-hand side of this page to speak to one of the eConsult team.

Did this answer your question?