

eConsultant: Supporting continuity of care for patients with complex, chronic conditions

Welcome to the WQPHN HHS practices who have come on board: Cunnamulla, Surat, Charleville & Augathella

Join our eConsultant case study webinar tomorrow

Who: Dr Narelle Fagermo - the Mater eConsultant

When: Wednesday 4 August at 5.30pm.

This will be a great opportunity to learn how eConsultant is being used by your fellow GPs and to ask any questions you have about the program.

Zoom link: Join from PC, Mac, Linux, iOS or Android: <https://uqz.zoom.us/j/85476199694>

Or iPhone one-tap (Australia Toll): +61280152088,85476199694#

Or Telephone:

Dial: +61 2 8015 2088

Meeting ID: 854 7619 9694

Top hints for sending an RFA

Include:

1 – 2 targeted questions to orientate Dr Narelle to areas of focus.

As much information as you can about the patient including BMI and BP

Training for new staff or need a refresher

Our eConsultant program is ongoing and we are happy to provide support to get you started – if you or a team member would like refresher training via zoom or phone in the use of eConsultant please send a reply email with preferred dates and times to Dr Jenny Job – j.job@mater.uq.edu.au

A Mater eConsultant training video is now available and includes a brief overview of eConsultant and a quick guide to sending an RFA to the Mater eConsultant. Please reply if you would like a copy.

Case Study Example

Day 1 GP RFA

A 60 year old patient with poorly controlled hypertension with abnormal renin;aldo ratio.

Other investigations for causes of secondary hypertension negative.

Current meds: Candesartan/HCT 32/25mg daily, lercanidipine 10mg od, moxonidine

200mcg daily, metformin 1000mg nocte

Reason for seeking opinion and management

Q1: Have we maximised BP monitoring?

Q2: What other agents or management can we employ for this man?

Day 3 Physician responds:

1. The renin aldo ration is abnormal with a suppressed Renin. Not on B blockers which is the usual contributor to a low renin (other than Conns syndrome). It is worth understanding what time of day this test was undertaken. I would recommend repeating test after resting for 30mins in the am.

It may need further investigation depending on the subsequent second test result.

2. A 24 hour BP monitor would be useful if available.

3. Is there any suggestion of untreated OSA as this may also contribute to poorly controlled hypertension.

4. In this relatively young diabetic , it is worth aiming for a BP of 130/80. The steps in managing his hypertension would be to firstly increase lercanidipine to 20 mg per day. If not reaching target, then next increase moxonidine to 200mcg bd. If

not reaching target then initiate spironolactone (start at 25mg per day).

5. What is his HbA1C?

Day 7 GP discusses advice with patient. They commence the new treatment program with bd BSLs, weekly review and safety netting re hypoglycaemic events.

Answers to your frequently asked questions regarding eConsultant?

- eConsultant is available for public and private patients
- GPs charge patient at the same rate as would for generating a standard face-to-face OPD referral the physicians time is funded by the Mater
- the eConsultant Request For Advice (RFA) template is auto-populated from the patient record in the practice software
- the exchange between the GP and the Mater eConsultant specialist is via secure messaging both ways
- the model provides a documented record, for both the GP and the Mater, of the eConsultant advice

Areas of medicine covered by RFAs for the general physician eConsultant to date include general medicine, endocrinology, musculoskeletal, haematology, renal, cardiovascular, hepatology, neurology, respiratory, gastroenterology.

Our Mater eConsultant, Dr Narelle Fagermo is a General Medicine Physician at the Mater Adults Hospital in Brisbane and has extensive experience as a hospital-based specialist, reviewing and treating patients with chronic and complex comorbidities.

eConsultant in a nutshell

Professor Claire Jackson (CHSRI), Dr Narelle Fagermo (our Mater eConsultant), and Dr Jos (GP, Leichardt Medical, Mt Isa) have shared their experience with eConsultant on a video kindly edited by Paul Stone from WQPHN. You can view the video at: <https://vimeo.com/441180658/6ece0d4cdd>

Sending attachments with an RFA

If you wish to send correspondence with an eConsultant RFA there is an option to send a second message with only PDF attachments by right clicking on the little “m” symbol in the software taskbar and selecting “create new message (PDF)”.

Our mailing address is:

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<https://medicine-program.uq.edu.au/chsri>

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