

From: [Jenny Job](#)
Subject: Please circulate our Mater eConsultant newsletter 9 & case study
Date: Tuesday, 31 January 2023 12:20:41 PM
Attachments: [Steps to sending a Mater eConsultant RFA_29-9-22.docx](#)



Centre for Health System Reform & Integration
Building a Culture of Co-Creation in Research



Our Mater eConsultant has received 191 requests for advice to date.

Thank you all for your ongoing support for the service and completing the close-out survey following the reply from the eConsultant. The feedback you provide via the survey is invaluable.

From [April/May 2023](#) the **eConsultant** service will expand to include **Dermatology** in addition to our current **General Medicine** service. Details to follow.

The eConsultant implementation publication with feedback GPs and stakeholders who have used the service is now available online at [BMC Health Services](#).

eConsultant Case Study Example

Day 1	<p>90-year-old male living independently in the community requiring 4WW for mobility. Background: Barrett's - surveillance endoscopy. Anaemia - unclear cause - previous colonoscopy normal. Previous CVA on CT. Hypertension on treatment. BP 137/64</p> <p>Current Problems: Presents with irregular heart rate - ECG shows atrial flutter at a rate of 74bpm. Asymptomatic with possible 1/6 systolic murmur. Started on aspirin. Requested ELFT,FBE</p> <p>Question 1. further investigations required if any? Question 2. further management required e.g., additional anticoagulation apart from aspirin?</p>
Day 3	<p>Physician responds: I would advise that like Atrial Fibrillation, Atrial flutter has a similar thromboembolic risk . His chadsvasc score would be 5 (Hypertension, age 90 and previous CVA) giving him an annual stroke rate of over 7.2%. His hasbled score (or risk of bleeding) is only 2 which gives him a 1.88% risk of significant bleeding on a DOAC.</p> <p>Advised Management Plan: Therefore, I would change him from aspirin to a DOAC (apixaban /rivaroxaban) if his renal function is OK (I can't find an eGFR). His heart rate seems relatively well controlled at 74 bpm, so doesn't require intervention at this stage from a rate control point of view. I would recommend an echocardiogram as this may guide us in further management (eg., if his EF is low that may change the medication we should give him).</p>
Follow-up appointment	<p>GP discusses advice with patient.</p>

Our Mater eConsultant, Dr Narelle Fagermo

Interim Director of Medicine at the Mater Adults Hospital in Brisbane has extensive experience as a hospital-based specialist, reviewing and treating patients with chronic and complex conditions.

Top hints for sending an RFA – download attached “Steps to sending”

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.

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)”.

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

The general physician eConsultant accepts RFA relating to all adult physician subspecialty areas defined by the RACP except dermatology.

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.

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>

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