Requesting a Telemedicine Consult with AU

Inpatient Non-Emergent Consult

1) To enter a consult - Navigate to the AU Consult Portal website

https://www.augustahealth.org/virtualcare/consult/

*Note: Unless the provider has already been entered into the system, you must add the referring provider to the system before placing the consult

To add a provider to the system:

1. Select manage providers
2. Select add a new provider,
3. Enter the provider's name, email, NPI and license number

2) Enter the consult in the portal

- Select **Request Consult**
- Select the service: Emergency Department, Inpatient, ICU
- Enter the patient's information
- Enter the contact email (This email will receive confirmation that the consult was entered)
- Select the referring provider from the dropdown
  - If the provider has not been entered, you must first enter the provider – see above
- Select the urgency of the consult: **Immediate, Within 2 hours, Within 24 hours**
- Select **Adult** or **Pediatric** patient
- Enter the **chief complaint**
- Upload the face sheet by dropping a digital copy into the portal box
- Upload clinical info, if applicable

Inpatient Emergent/Immediate or within 2 hours Consult

1) Enter the consult in the portal as above
2) Place the cart in the patient's room
3) **Call ECC from the cart**, found in the address book using the screen on the cart (706-721-5600 Opt. 1)

Emergency Department Consult

1) Enter the consult in the portal, as above
2) Place the cart in the patient's room
3) Call ECC from the cart, found in the address book using the screen on the cart (706-721-5600 Opt. 1)

Contacts

ECC Telemedicine Consults (ER and Emergent/Immediate or w/in 2 Hr Consults) **706-721-5600** option 1

Transfer Center (only use for transferring a patient) **706-721-5600** option 2

IT Problems **706-721-7500** option 4 for telemedicine

Consult Portal Issues: In the Portal, select "**Report an issue**" (this is only for issues with the website)

Telemedicine Coordination contacts:

      Stephanie Sharpe, RN 706-446-4920

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Facility F9 is look up key

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