

# What is an eConsult?

*eConsult is a platform that helps your child's community doctor or healthcare provider get expert advice from one of Children's Hospital Colorado's specialists without needing a separate appointment.*

## How it works

- Your doctor or healthcare provider sends a request
- to a Children's Colorado specialist. They include important details about your child's health.
- The specialist reviews the information and responds with written care recommendations using the secure eConsult platform.
- eConsults are different from telemedicine and do not require a face-to-face visit with your child and the consulting specialist.
- If the specialist's advice helps answer the question or solve the concern, no further steps are needed. This means you may not need to schedule a separate visit with a specialist.
- If the specialist decides the question is too complex to answer virtually, they will work with your doctor to find the best next step. This may include referring your child for an in-person visit with a specialist.
- Most eConsults are completed within two business days.

## Benefits of remote consultations

- Quick eConsult response from a Children's Colorado specialist
- Better coordination of your child's care
- Improved communication between your doctor and the specialist
- Fewer in-person specialty visits
- Less time spent traveling



## eConsult FAQs



### Do I have to give consent?

Yes. You must give verbal consent before an eConsult is requested. This will be documented in your child's medical record.



### What does this cost?

eConsults are covered by Medicaid and by many insurance plans. Costs depend on your insurance plan. You may be billed a copay when your doctor or healthcare provider sends the request to use eConsult and when the specialist answers.

If the specialist determines that an in-person visit is required, you will not be billed for the eConsult.



### Where is the specialist's response documented?

The specialist's written response is documented in your child's medical record and is available to view in their MyChart account.



### Who can I contact with billing and copay questions?

The bill for the consulting specialist's eConsult will come from University of Colorado Medicine (CU Medicine). You will not receive a separate bill from Children's Colorado. Please contact CU Medicine with questions at 303-493-7700, between 8 a.m. and 5 p.m., Monday through Friday.