

## Referrals, Consults, and Requests for Advice

With dr2dr, only minimal workflow changes are required to your daily routine of sending and receiving referrals, consults, and advice.

For example, using the conversation status options can help with tracking and planning:

- **Pending** can be used to indicate that further information is required from a referring office.
- **Not Processed** can be used by a referring clinic to indicate that the outgoing request requires additional information before being sent to the consulting physician.
- **In Progress** can be used to reflect that the clinic is waiting for a consult date.
- **On Hold** can be used by the consulting physician's clinic to indicate that they are awaiting further information before scheduling a date.
- **Done** can indicate that there are no further expected exchanges on the conversation.

dr2dr provides the ability to request a read receipt for every message sent within the program. By using read receipts, you can:

- Eliminate the need for receiving clinics to fax or message back a confirmation of receipt.
- Reduce the need for repeated phone calls and voice messages when following up with other physicians.
- Be alerted when specialists are away from the office or not responding, allowing for an alternate plan in such circumstances.

Using dr2dr for referrals, consults, and requests for advice has some important advantages for the clinic and health care provider:

- **Privacy:**
  - Every dr2dr user is registered and authenticated; only registered users can participate in a conversation.
  - Unlike fax and email, there is no risk of entering an incorrect phone number or address. The only option is to select from current dr2dr users or invite a non-user to sign-up for a dr2dr account.
  - Requests can't get lost or go unanswered by unavailable parties, or those no longer receiving requests.
- **Message tracking:**
  - You can check at any time to see if a message was sent, the date, the content, the attachments and if the message has been read.
  - All conversations can be attached to the patient chart in your EMR to ensure one complete patient record is always available. dr2dr also provides a record of care for continuity and standard of care documentation to support billing submissions for an e-consultation service event.