eConsult Health

eConsult Health is designed to collect patient information in a structured way to give practice staff all the information they need to make safe triage decisions. eConsult collects more information upfront to save you from needing to go back to the patient for more. The built-in red-flag system, alongside clinically designed content, ensures you know which patients should be treated by who, and which patients to see first.

By installing the Smart Inbox, which integrates with your clinical system, you can view all eConsults and sort based on admin or clinical type, acuity of the request, age, time of submission, reply to patients via SMS or email, and triage to other staff members. All information can then be saved to the patient record.

eConsult's dedicated support channel has an average response rate of less than 3 mins during working hours, and self-help guides are available 24/7.

What makes eConsult different?:

- Platform and questions designed by NHS clinicians to give you peace of mind and the ability to better triage patients ([watch here](#))
- Structured data collection that mirrors F2F encounters to mitigate risk, enhance consistency, and provide commonality to existing consultation structure
- Unique Ai driven "red-flag" system that automatically triages patients to ensure that presentations are modality appropriate prior to presentation into practice
- 100+ bespoke clinical pathways allowing access for all patient profiles
- Singular triage model which includes patients that are digitally disadvantaged
- 10+ years of marketing learning
- 0.0003% clinical incidents recorded in the lifetime of the product
- Structured information allows for automatic triage (Ai) and more efficient outcomes
- Market-leading onboarding and support tailored to practice needs
- 80%+ patient recommendation and satisfaction rates
- Highly customisible to meet each practice's requirements ([read more](#))

With eConsult you can:

- Safely close up to 40% of eConsults without secondary patient contact ([watch the video](#))
- Reply using SMS, email, video or telephony ([read more](#))
- Set up a federated model using eConsult's eHub solution ([read more](#))
- Manage your demand, including capping volume ([read more](#))
- Filter and sort eConsults based on submission type, acuity, age etc ([watch the video](#))

- Customise your set-up ([read more](#))

[See all the features of eConsult](#) | [Read all the benefits of eConsult](#)

With eConsult you also get:

- Personalised onboarding and change management sessions
- Clinical and Admin training including care navigation of eConsult for front desk team
- Detailed reporting
- Access to all future updates
- Library of guides and videos
- Access support via email, phone and chat (08:00-20:00 Mon-Fri)
- Smart Inbox - purpose-built interface to help you manage, triage and communicate ([watch here](#)) with full integration with EMIS Web.

[View eConsults help centre](#)