

This is a graphic representation of how ConsultSTAT-Refer acts as a full communication platform.

Part 1: Scheduling

Within the Portal, Consultants can broadcast to all referring HCP members, schedule individual referral appointments and advise their referring HCP members.

First let's look at the scheduling function. This emulates the traditional referring HCP office - consultant office telephone and/or fax interactions.

A referring HCP's request for a consultation appointment for the patient can generate three potential outcomes. If the consultant's secretary is uncertain, she refers the Request to the consultant.

If the consultant declines the appointment request or has an alternate solution, he posts it and an email notification to the referring HCP is generated. A declined appointment generated from the secretary's screen similarly triggers an email notification. Acceptance of the appointment request by the consultant's secretary or by the consultant creates an email notification to the referring HCP.

On the date of office consultation appointment or of the eConfer, a reminder notification is generated. If the patient doesn't appear for the appointment, the consultant's secretary triggers a "No- Show Discussion" notification to attempt to salvage the consultation appointment and reschedule it.

The office consultation or the eConfer can result in a Consult Conducted status, meaning there is nothing for the consultant's secretary to do other than print the PDF, close and delete the Request.

The office consultation may alternatively require a follow up visit, pending other tests and procedures, or a referral to another (secondary) specialist.

Once the (secondary) specialist referral is confirmed, the consultant's secretary triggers a notification to the referring HCP and requests that the referring HCP's office close the Request. The referring HCP can then respond to this post (as well as to most post statuses). Once the referring HCP finishes dialoguing and closes the Request, the consultant's secretary deletes it from the Portal's database.

Part 2: Advice

Now let's look at the advice function. The consultant's secretary can handle many requests for information or advice directly. Her post generates an email notification to the referring HCP. Requests that require the consultant's intervention are referred to him or her. The consultant can post advice directly on the thread or request that his/her secretary post the information. The secretary's post generates an email notification to the referring HCP. The referring HCP's office can then respond to the consultant secretary's post. When the referring HCP indicates that the transaction is complete, the consultant's secretary deletes the Request from the database.

Part 3: Broadcast

Finally, let's look at the broadcast function. This permits the consultant to broadcast the same message to all of the Portal's members simultaneously. Each message is an actual email sent to the member's Gmail inbox. It can be sent from the Portal directly via a dedicated email delivery service such as SendGrid, or integrated with the consultant's existing autoresponder service. The broadcast feature is an optional upgrade to ConsultSTAT-Refer.

In summary, the consultant's Portal is a communication hub with three functions: (i) advising referring HCPs, (ii) scheduling and fulfilling office consultation appointments for referring HCPs' patients and

scheduling and conducting eConfers with referring HCPs on behalf of their patients, (iii) broadcasting educational and marketing information to referring HCPs. These functions are displayed in graphical format in this video.

To learn about the broadcast feature of ConsultSTAT-Refer, ConsultSTAT-Triage and ConsultSTAT-Services Portals, please visit this [CS-Triage page by clicking on the link](#).