

New E-Visit Workflow for Nurses and Clinical Pool Team Members

Effective January 2025

What is an E-Visit?

An E-Visit is a written, asynchronous online visit with a healthcare provider to receive non-emergent care through MyChart. There is no video or phone contact with the patient. E-visits can expedite care and help minimize clinic phone calls and reduce triage needs by using patient-submitted, standardized questionnaires about their conditions and medical history.

What visit types are available as E-visit and who is eligible?

Reason for Visit: Reflux, Urinary Tract Infections, COVID, General

Inclusion: Primary Care, Internal Medicine, patients age 18yo+

How does a patient request an E-visit?

In MyChart, patients will request an E-Visit under the Find Care Menu.

What happens after the patient requests an E-Visit?

Patients will consent to the E-visit and any associated charges. They will then complete a standardized questionnaire about their selected concern.

The completed questionnaire automatically routes to the clinical pool into the designated E-Visit folder in the In Basket.

What is my responsibility for E-Visits in the clinical pool?

Anyone assigned to the clinical pool can take responsibility for the E-Visit. The clinical pool team member will review the E-Visit for completeness, review any free text, and perform any necessary triage according to scope of practice.

The clinical team member will then route the E-Visit to the patient's Primary Care Provider (PCP) or designated Licensed Independent Practitioner (LIP) Epic In Basket.

- E-visit requests should be reviewed and routed to the provider within 4 business hours of receipt. Providers will complete the E-visit within 24 business hours.

Do E-Visits require clinical triage?

Maybe. E-visit questionnaires are built to gather the necessary medical information to determine whether an E-Visit is an appropriate treatment option.

However, patients may also add free text to share additional symptoms or concerns. If free text comments warrant clinical decision-making or clinical judgment, an RN or LIP must perform the assessment and triage needed.

What if the LIP determines the patient's condition is not appropriate for an E-Visit after it is routed by the clinical pool?

The LIP will communicate directly with the patient or follow the clinic's scheduling processes.

Resource: [E-Visit User Guide – Epic Learning Library](#)