

DEPARTMENT OF THE ARMY
HEADQUARTERS, NORTH ATLANTIC REGIONAL MEDICAL COMMAND
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NARMC Pamphlet
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Medical Services
TELEMEDICINE ASK A DOC – CLINICAL BUSINESS PRACTICE

1. History

This is a new North Atlantic Regional Medical Command (NARMC) pamphlet.

2. Applicability

This pamphlet pertains to personnel for all activities supported by the NARMC for email consultations.

3. Purpose

ASK A DOC is available to provide electronic consultative services between Walter Reed Army Medical Center (WRAMC) and NARMC health care providers. The ASK A DOC program is intended to enhance communications between WRAMC specialists and health care providers throughout the NARMC and other supported commands. ASK A DOC will:

- a. improve doc-to-doc to communication,
- b. improve patient care decisions,
- c. facilitate referrals to WRAMC,
- d. provide medical treatment facilities with on-line second level review, and
- e. optimize use of specialty resources.

4. References

Telemedicine Policy memorandum dtd 15 Dec 1997.

5. Responsibilities

Responsible organizations for the program will include the offices from the NARMC and WRAMC.

a. Walter Reed Army Medical Center: is the proponent for developing the ASK A DOC program and clinical business practice.

(1) Department and service chiefs will:

(a) Identify, establish and maintain their ASK A DOC group mail. The groups will be closed with no self enrollment. Only specialist providers will reply to consults.

(b) Ensure teleconsultations are answered within one working day. Identify the responsible clinician who will answer consults on a daily/weekly basis; others can comment if they desire.

b. Medical Treatment Facility (MTF) Commanders and Commanders at all levels will:

(1) Support effective and efficient implementation of the ASK A DOC Program within their area of operation.

(2) Manage and review all department participation, coordination and training.

(3) Provide oversight of procedures.

(4) Ensure the usage of ASK A DOC before a patient is referred to WRAMC or a civilian health care provider.

6. Procedures

General clinical guidance.

a. Referring Physician/Case Manager. Before sending the teleconsultation, request

assistance from your MTF if the specialty exists. Referring physician at the MTF level may refer all questions directly to WRAMC. If case manager prepares consultations, the health care provider should be added to the message. This ensures the health care provider is aware of patient's status.

(1) Consults using Composite Health Care System (CHCS).

(a) Send mail to: (Note: All writing in italics represent information from the computer)

- AM Assume another identity as a surrogate
- BB Bulletin Board Display (TEST)
- BOP Basket Options
- EML Edit user options
- FIND Find Phone Number for Person or Place
- GML Group Membership
- HML Help Menu
- LNM List New Messages
- NML New Messages and Responses
- QML Queued Message Deletion
- RML Read a Message
- SML Send a Message

Select MailMan Menu Option:

Select MailMan Menu Option: s

Select MailMan Menu Option: s Send a Message

Subject: ASK A DOC <your subject line will always be "ASK A DOC">

MESSAGE: ASK A DOC XM TEXT ENTRY

TEXT: Enter text

Send mail to: SOHYABE, LISTA// press enter/return

Send mail to: SOHYABE, LISTA// g.wr ask a

Send mail to: SOHYABE, LISTA// g.wr ask a

- 1 WR ASK A BLOOD BANKER
- 2 WR ASK A CARDIOLOGIST
- 3 WR ASK A CARDIOTHORACIC DOC
- 4 WR ASK A CHAPLAIN

5 WR ASK A PSYCHOLOGIST CHILD

Type ^ to stop, or Choose 1-5: press enter/return to continue with selection or choose the corresponding number to send you teleconsultation.

Select TRANSMIT option: Transmit now// press return

Select TRANSMIT option: Transmit now// Transmitting... Message sent

(b) Messages sent to any mail group automatically appear as NEW mail to all members of that mail group.

(c) Each message subject line will be ASK A DOC. This identifies and helps expedite locating ASK A DOC message. A response time of one working day has been established and this will help the WRAMC physician serve you better.

(d) Always provide a short generic description of the patient clinical problem. The description will not contain privacy data such as name, social security number, address, rank, and other identifying information. An example is: This is an 18 year old white male with abnormal growth on his chest, etc.

(2) Consults using Other Mail Packages. You have an ASK A DOC Card listing all mail groups. At the ADDRESS:/TO prompt enter WR_ASK_A_*****@NCACAA.MED.NAVY.MIL

b. Walter Reed Army Medical Center Consulting Physician.

(1) Due to CHCS and other e-mail software incompatibilities, the original message is not automatically returned with the reply. Consulting physicians will ensure the referring doctor's original questions/comments are included with their consulting remarks. You will copy and paste the referring physicians consult/ comments.

(2) Provide short generic description of the patient's clinical problem, e.g., In regard to your 37 year old Black female with the, etc.

The description will not contain name, social security number, address, rank, and other identifying information,

c. **Undelivered Mail.** Messages will fail, but each consulting physician or representative should attempt to get that message to the user. Two methods have been identified:

(1) Try to send the message again.

(2) Send the message to the postmaster at your location.

d. **Documentation.** Print patient consultation as deemed appropriate.

e. **Referrals.** After corresponding with the consulting physician and the consulting physician agrees that the patient needs to be seen by a Walter Reed specialist, the referring physician will ensure the referral is processed by:

(1) using ask a doc to submit the referral by sending a message to **ASK A REFERRAL** mail group or

(2) sending the consult to their local referral coordinator to be processed and forwarded to WRAMC Referral Service.

f. Provided is a list of active ASK A DOC mail groups:

| CLINICAL NAME | COMPLETE |
|------------------------|----------|
| Allergist Immunologist | ✓ |
| Anesthesiologist | ✓ |
| Audiologist | ✓ |
| Blood Banker | ✓ |
| Cardiologist | ✓ |
| Cardiothoracic Doc | ✓ |
| Chaplain | ✓ |
| Clinical Investigator | ✓ |
| Community Health Nurse | ✓ |
| Colorectal Surgeon | ✓ |
| Critical Care Doc | ✓ |
| Dentist | ✓ |
| Dermatologist | ✓ |
| Diagnostic Radiologist | ✓ |
| Emergency Medical Doc | ✓ |
| Endocrinologist | ✓ |

- Ethicist
- Gastroenterologist
- General Internist
- General Surgeon
- Geneticist
- Gulf War Doc
- GYN Oncologist Doc
- Hand Surgeon
- Health Physics Doc
- Hematologist
- Infectious Disease
- Nephrologist
- Neurologist Adult
- Neurologist Child
- Neuropsychologist
- Neurosurgeon
- Nuclear Medicine Doc
- Nutritionist
- OB GYN Doc
- Occupational Health Doc
- Occupational Therapist
- Oncologist
- Ophthalmologist
- Optometrist
- Organ Transplant Doc
- Orthopaedic Surgeon
- Otolaryngologist
- Pain Management Doc
- Pathologist
- Pathologist Anatomic
- Pathologist Clinical
- Pediatrician
- Physical Med Rehab
- Physical Therapist
- Preventive Medicine
- Psychiatrist Adult
- Psychiatrist Child
- Psychologist
- Psychologist Child
- Psychologist Health
- Pulmonologist
- Radiation Oncologist
- Radiologist
- Reconstructive Surgeon
- Referral Service
- Respiratory Therapist
- Rheumatologist
- Social Worker
- Speech Pathologist
- Telemedicine
- Urologist
- Vascular Surgeon

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Veterinary Medicine

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The proponent agency of this publication is the office of the North Atlantic Regional Medical Command, Walter Reed Army Medical Center, Telemedicine Directorate. Users are invited to send suggestions and comments on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, Walter Reed Army Medical Center, ATTN: MCAT-CL-T, 6900 Georgia Avenue N.W., Washington, DC 20307-5001.

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