Seattle Children’s Gender Clinic Electronic Consultation (E-consult)

The Seattle Children’s Gender Clinic (SCGC) has created a new way for community providers to get advice and support directly from our SCGC team. If your consult question is of a non-urgent nature (i.e. you are comfortable receiving a response from one of our SCGC providers within 3 business days), we encourage you to submit your question directly to us via our new e-consult order in EpicCare Link.

E-consult FAQ’s:
Can only medical providers submit an e-consult?
  ○ No, any person who has EpicCare Link access can submit an e-consult (referral coordinators, office staff, MA’s, nurses, therapists, medical providers).

Are e-consults only for patients who are existing SCGC patients?
  ○ No, e-consults can be submitted for any patient under age 21, not just those who are already seen in the SCGC.

How do I submit an e-consult to the SCGC?
  ○ The only way to request an e-consult is by putting in an order through Seattle Children’s EpicCare Link. EpicCare Link is currently used by many community providers to submit referral and lab orders to Seattle Children’s.

Can providers who don’t use Epic in their practice submit an e-consult?
  ○ Yes! All providers, regardless of what electronic health record they use in their practice, can use EpicCare Link.

What if I do not have access to EpicCare Link?
  ○ The first step in submitting an e-consult is getting access to EpicCare Link. Providers who do not have EpicCare Link access can request a login here:
  ○ After creating a new account, you will receive a message saying it may take 2-3 weeks to receive access; however, this is typically granted within a few days. Feel free to check out our SCGC resources for healthcare providers page in the interim as it may help answer your question.

Once the provider has access to EpicCare Link how do they actually submit the e-consult?
  1. Log in to EpicCare link
  2. In the quick links section select NEW! Electronic Consultation with Gender Clinic and follow the steps in this document to submit your question. OF NOTE: page 5 of this document outlines how to change your notification preferences to receive notifications via email or text.

Will my patient receive a bill for the e-consult?
  ○ At this time, patients will not receive a bill for the e-consult.

Can the e-consult be used instead of calling the provider on call line?
  ○ Yes, the e-consult is a great way to submit a non-urgent (i.e. you feel it is appropriate to receive a response within 3 business days) patient specific question about a transgender or gender diverse patient. The main differences between the e-consult and the call line are that e-consults will be sent directly to the SCGC team instead of the on-call medical provider and instead of receiving a callback via phone you will receive a message in EpicCare Link.

Should the EpicCare Link e-consult be used for questions that do not involve transgender or gender diverse patients?
  ○ No, for questions not pertaining to transgender or gender diverse patients, please use the provider call line at 206-987-7777.