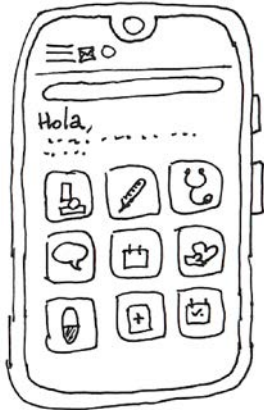


Online Health Consultation (eConsulta)

La meva
Salut



The personal digital health space '**La meva Salut**' allows you to access a virtual environment where you can consult your medical reports, test results, diagnoses, medications and scheduled appointments.

Access is gained through your identification and password on the website or by downloading the app.

In addition to other services, such as requesting an appointment with primary care professionals, you can also access non-face-to-face care services, such as **eConsulta**, which allows you to make health consultations with health professionals, carry out procedures and send documents.

Rely on your reference professional

Consultations with written message exchanges are more effective when the relationship between the patient and the doctor is already established. If you have not yet met your referring professional or have not discussed this type of consultation, it is preferable to address it beforehand in a face-to-face visit.

Prepare for your consultation in advance and be concise

Take note of the relevant details before making the online consultation to ensure you do not forget any of them and to be concise. The message should be clear, short and direct, such as a question you want the professional to answer.

Use online consultation only for situations that can wait and are not urgent

Do not use eConsulta for emergencies or when you need an immediate response. For emergencies, call 061 or 112. For urgent consultations, call or visit your primary care center from 8 am to 8 pm.

eConsulta may take days to be addressed. The program will indicate the expected response date. Do not repeat the same eConsulta while waiting for the response.

Direct your query to the appropriate professional

When requesting an eConsulta, you will need to choose the most suitable professional to address it.

To make your selection, remember that when accessing eConsulta, a dropdown menu with available professionals will appear to whom you can direct your query.

You can attach a photograph or a document

To assist in the resolution of the query, you can attach, for example, a photograph of a skin lesion. Ensure that the images are useful and of good quality, and indicate which part of the body the photograph corresponds to.

You can also attach a PDF document, such as a medical report, or home monitoring of blood pressure, weight or sugar levels, etc.

If the reason for the query is a sick leave, remember to attach any report or documentation that may help in your follow-up.