

RubiconMD Frequently Asked Questions

Q: Is RubiconMD HIPAA-compliant?

A: Yes, both RubiconMD.com and the RubiconMD iPhone app are HIPAA-compliant.

Q: Is there a limit on the number of cases I can submit to RubiconMD?

A: There is no limit on the number of electronic consults you can submit on RubiconMD. You can submit consults for CHCN members and health center patients, including uninsured or HealthPAC. You may not use RubiconMD for patients from other entities if you work at non-CHCN clinics.

Q: Is it true that I can use the RubiconMD iPhone app to take and submit secure photos?

A: Yes, you can take and upload photos securely using the RubiconMD iPhone app. You can take photos of a patient directly, a lab or test result, or even take a picture of your computer screen.

Q: Does the RubiconMD specialist see the provider's name?

A: No, your consult is anonymous. The names of the specialist and PCP are not disclosed to each other, and the specialist does not know the identity of the patient either.

Q: Should I document the electronic consult in the patient's NextGen/ECW record?

A: Please consult your medical director to determine how to document the consult in EMR.

Q: Does RubiconMD certify specialists?

A: Yes, RubiconMD validates and affirms the identity and medical credentials of its specialists.

Q: Who is responsible for diagnosis and treatment?

A: RubiconMD specialists provide informational opinions; the PCP is solely and fully responsible for the diagnosis, treatment and prescription.

Q: Is RubiconMD insured?

A: Yes, RubiconMD has commercial general liability insurance; however, neither RubiconMD nor the specialists should have any liability for the opinions and/or feedback provided to the PCP. The PCP retains full and sole responsibility for patient care and is free to accept or reject the specialists' opinions.

Q: Does the RubiconMD specialist see protected health information (PHI)?

A: No, RubiconMD redacts PHI from the consult notes and attachments before sending to the specialist.

Q: Does RubiconMD have an android app?

A: No, RubiconMD does not have an android app at this time.

Q: Which internet browsers does RubiconMD support?

A: RubiconMD supports Google Chrome version 33.0 or later; Internet Explorer version 10.0.0 or later; Mozilla Firefox version 24.0 or later; and Safari version 6.0 or later.

Q: What are the qualifications for a RubiconMD specialist?

A: RubiconMD recruits specialists from academic institutions: 65% hold faculty positions at top tier academic medical centers, 95% trained at top-tier, high-volume academic medical centers, and 72% earned fellowships.

Q: Are RubiconMD specialists credentialed by the health center or health plans?

A: No, RubiconMD specialists are not credentialed or privileged by the health centers or health plans.