

The requesting provider can [complete a case](#) only after the designated specialist has reviewed the information in the case, provided their response and [provided the consult](#). By providing the consult, the specialist lets the requesting provider know that they have finished their involvement.

Up until the specialist has provided their consult, a requesting provider can [cancel the case](#).

For cases submitted to a group/program or BASE Managed Specialty Group, only a 'Department Assigner' or 'Triage Assigner' can [cancel cases](#) that have not yet been assigned to a specialist.

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### Cases Pending Completion

After the specialist has provided their consult, if you view the case and try to navigate away without taking any action, eConsult will remind you that the case is still open.

1. If you want to complete the case, click [Complete](#).  
eConsult returns you to the case details panel with the [complete case](#) fields in view.
2. If you do not want to complete the case and will come back to it later, click [Cancel](#).  
eConsult takes you where you want to go.

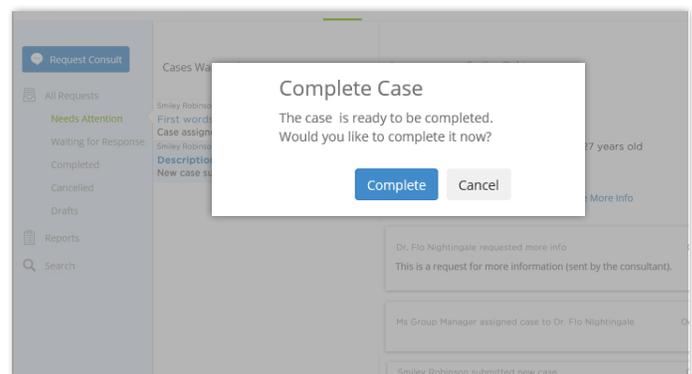


Figure 1: Open case with 'completion' message

For technical issues, contact OTN Technical Support at 1-855-654-0888 or [techsupport@otn.ca](mailto:techsupport@otn.ca)

For Ontario eConsult Program information, contact [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca)

## Completing a Case

The requesting provider usually *completes* a case after they have received a satisfactory response from the specialist and the specialist has completed their involvement.

When a case status is completed, no one can edit it. All parties involved in the case can view it.

1. [Locate and view](#)  the Case Details for the desired case.

2. To initiate the closing, click  **Complete** in the Case Details panel.

A **Complete Case** section appears.

3. In the **Provide feedback to specialist...** field, type a few comments describing your thoughts about the consult.

These comments become a part of the case notes and all parties involved in the case can view them.

4. To submit the completion, click .

A **KPI<sup>1</sup> Feedback** dialog box appears. This information is used for reporting purposes - both for OTN and the Ministry of Health and Long Term Care. It does not appear in the case notes.

5. Review the questions and for each question select the option that best matches your experience.

6. If you have additional comments you would like to make about the eConsult experience, type them in the open text field in the last question.

These comments are for reporting purposes only and do not appear in the case notes.

7. To finalize the case closing, click .

When you close a case, eConsult does the following:

- Saves the case and sets the status to 'Case completed'.
- Briefly displays a success message.

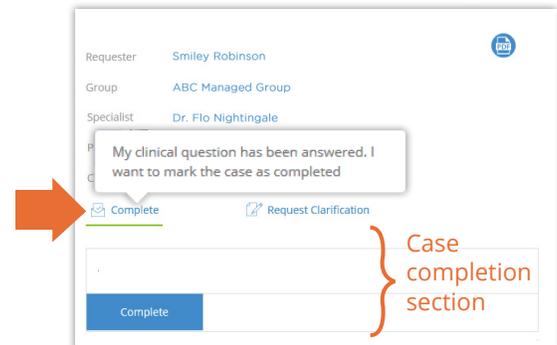


Figure 2: Case details with 'complete case' fields

 A screenshot of a feedback dialog box titled "Before you complete...". The text inside says: "Your feedback on eConsult is instrumental in future directions and enhancements to this type of service. Please take a moment to choose the responses below that represent your views regarding this specific case:". There are three numbered questions:
 

- \*1. Which of the following best describes the outcome of this eConsult for your patient?
  - I was able to confirm a course of action that I originally had in mind
  - I got good advice for a new or additional course of action
  - I did not find the response very useful
  - None of the above (please comment)
- \*2. As a result of this eConsult would you say that:
  - Referral was originally contemplated but not avoided at this stage
  - Referral was originally contemplated and is still needed
  - Referral was not originally contemplated and is still not needed
  - Referral was not originally contemplated, but eConsult process resulted in a referral being initiated
  - There was no particular benefit to using eConsult in this case
  - Other (please comment)
- \*3. We would value any additional feedback you provide on the system/application:
  - Enter comments...

 At the bottom right, there are "OK" and "Cancel" buttons.

Figure 3: Feedback dialog box

1 Key Performance Indicator

## Cancelling a Case

For cases submitted to a **specific provider**:

- Only the requesting provider can cancel a case.
- The requesting provider **can** cancel a case if the specialist has not yet provided their consult.
- The requesting provider **cannot** cancel a case if the specialist has already provided their consult or the case is completed.

For cases submitted to a **group** or a **BASE Managed Specialty Group**:

- Only a 'Departmental Assigner' or a 'Triage Assigner' can cancel a case. (For example, when an assigner notices what seems to be two identical cases. The assigner first contacts the requesting provider to confirm the duplication and after confirmation can cancel the duplicate case.)
- The assigner **cannot** cancel a case if it has already been assigned to a specialist or if the specialist has declined the consult and returned the case for re-assignment.

When a case status is 'cancelled', no one can edit it.  
All parties involved in the case can view it.

1. To initiate the cancellation, click  **Cancel** in the Case Details panel.

A new section appears with a confirmation message  
- **Are you sure you want to cancel the case?**

2. To confirm the cancellation, click .

When you cancel a case, eConsult does the following:

- Saves the case and sets the status to 'Cancelled'.
- Briefly displays a success message.
- Sends an email notification to the requesting provider (and their delegates).



Figure 4: Case details with cancellation fields