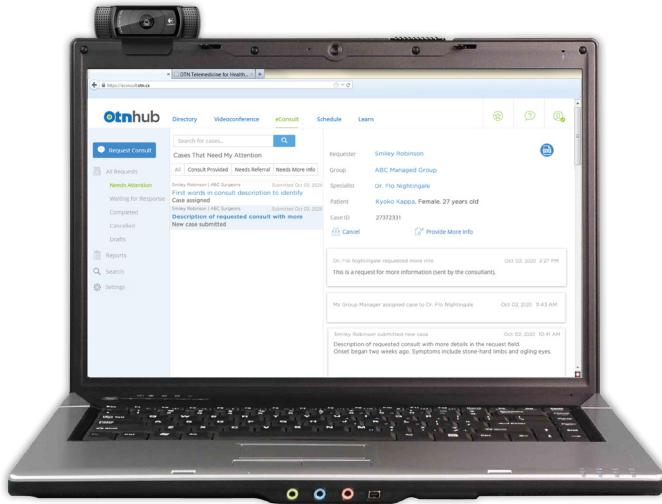


The eConsult service is a web-based application that enables health care professionals to better coordinate the care of their patients. They can use the eConsult solution when and where it's convenient for them. eConsult connects physicians and nurse practitioners to specialists, providing the opportunity to inform clinical decision making without sending the patient to see a specialist in person.



- The **Navigation filters** enable you to quickly customize your eConsult case list.
- You select an **eConsult model**:
  - › Choose a specific **specialist or group/program** from the OTN Directory.
  - › Or choose a specific therapeutic area of care and have a **BASE Managed Specialty Group** assigned based on your location.
  - › Once selected, the specialist/group **Directory profile** is just one click away—full details about their services, scheduling options, and clinical protocols.
- Take advantage of **secure and efficient collaboration**. eConsult allows you to attach and send multiple file types, including documents, photos, and videos. (For example, if you're using an EMR – you can PDF the patient's chart and attach it.)
- eConsult is **fully integrated with the OTNhub**. You can start an eConsult case from a search results list, a specialist or group profile, or from the eConsult dashboard.

## Specifications

eConsult uses secure, encrypted communication channels and encrypts all data stored by the service. It conforms to all relevant privacy legislations within the jurisdictions of Canada and the Province of Ontario.

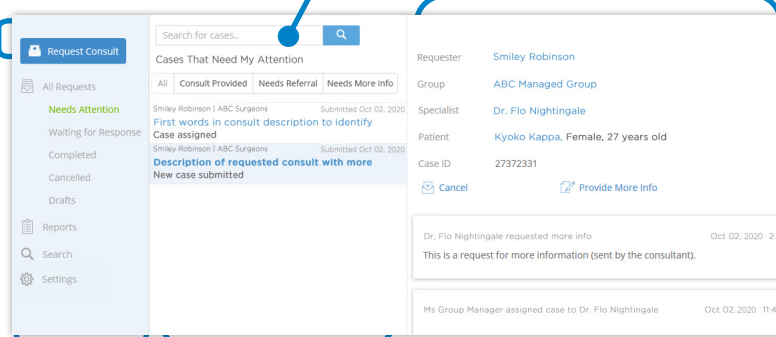
System Requirements	
Devices	PC or Mac 7" and 10" tablet running Android iPad and iPad Mini
Operating Systems	Microsoft Windows 10+ Mac OS X 10.11+ Android 4+
Browsers	Google Chrome 72 + Mozilla Firefox 60 + ESR Microsoft Edge 79 + Apple Safari 12 + OTN strongly recommends using the latest publicly released version of a browser (i.e., the "stable version" or "supported release").

**"Request a consult" form**

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

# eConsult: Features & Overview

Request Consult	Search for Case	Case Details
<p>Open a form where you can request a consult by selecting a specialist or group and providing the patient's demographic and clinical information.</p> <p>Save the request as a draft or send it to the selected specialist, specialty group/program or BASE Managed Specialty Group.</p>	<p>eConsult looks for your key words in the following fields:</p> <ul style="list-style-type: none"> <li>• Patient name</li> <li>• Requester name</li> <li>• Specialist name</li> <li>• Specialty Group name</li> <li>• Case ID</li> <li>• Title</li> <li>• Notes</li> <li>• Flag field (for specialists only)</li> </ul>	<p>To view the case details, click the entry in the Case List. Details include:</p> <ul style="list-style-type: none"> <li>• Requester name (click to view Directory profile)</li> <li>• Specialist/Group name (click view Directory profile)</li> <li>• If BASE Managed Specialty Group: category &amp; region</li> <li>• Patient name (click to show/hide patient details)</li> <li>• Case ID (a unique reference number for each case)</li> <li>• Available actions (e.g., add note, complete, cancel)</li> <li>• All notes and attachments provided by the requesting provider and the specialist.</li> </ul>



Filters & Navigation							
Click section title to view all consults/cases. Click filter name to view selected subset of consults/cases.							
<p><b>Request &amp; Case Filters</b></p> <p><b>Primary Filters</b></p> <p><b>Requester</b></p> <ul style="list-style-type: none"> <li>• Needs Attention (cases pending requester's action)</li> <li>• Waiting for Response (cases where requester has sent the case but specialist has not yet responded)</li> <li>• Completed (closed cases with provided consult)</li> <li>• Cancelled (cases cancelled by requester)</li> <li>• Drafts (draft cases only—not cases with draft note)</li> </ul> <p><b>Specialist</b></p> <ul style="list-style-type: none"> <li>• Needs Attention (cases pending specialist's action)</li> <li>• Waiting for More Info (specialist has requested more info and waiting for requester's response)</li> <li>• Consult Provided (specialist has provided consult with feedback and optionally flagged)</li> <li>• Consult Returned (specialist has declined the consult and returned the case)</li> </ul> <p><b>Assigner</b></p> <ul style="list-style-type: none"> <li>• Needs Attention (cases pending assignment to a specialist such as new cases or cases returned by the specialist)</li> </ul> <p><b>Secondary Filters</b></p> <p>Requesters and Specialists have additional filters within the Case List for fine tuning their listed cases.</p>	<p><b>Case List</b></p> <p>A list of your active cases, listed in order of status (draft &gt; in progress &gt; completed), last updated date (most recent first), and requester last name/specialty group name (in alphabetical order).</p> <table border="1"> <thead> <tr> <th>Requester Name   Specialist or Group Name</th> <th>Date submitted</th> </tr> </thead> <tbody> <tr> <td><b>First 60 or so characters from the request details</b></td> <td></td> </tr> <tr> <td><b>Last action applied</b></td> <td></td> </tr> </tbody> </table>	Requester Name   Specialist or Group Name	Date submitted	<b>First 60 or so characters from the request details</b>		<b>Last action applied</b>	
Requester Name   Specialist or Group Name	Date submitted						
<b>First 60 or so characters from the request details</b>							
<b>Last action applied</b>							
<p><b>Reports</b></p> <p>Create a comma-delimited file (.csv) that contains details of all of your cases that were created or updated within a selected date range.</p>							
<p><b>Search</b></p> <p>Link to view the Search field.</p>							
<p><b>Settings</b></p> <p>Opens a new tab with the OTNhub eConsult settings where specialists can set their unavailable dates and maximum cases and requesting providers can set their priority regions.</p>							

Case List																					
<b>Case Participants</b>	The names of the requesting provider and specialist or group involved in the case appear in the top row of each case entry.																				
<b>Subject</b>	The first 60 characters of the original request appear. This is similar to the subject line in an email message.																				
<b>Last action applied</b>	The case status, based on the last action performed on the case.																				
	<table border="1"> <thead> <tr> <th>Requested Consults</th> <th>Cases</th> </tr> </thead> <tbody> <tr> <td>Consult provided</td> <td>New case submitted</td> </tr> <tr> <td>Consult declined</td> <td>Note added</td> </tr> <tr> <td>More info requested</td> <td>More info requested</td> </tr> <tr> <td>Note added</td> <td>Consult provided</td> </tr> <tr> <td>New case submitted</td> <td>Case completed</td> </tr> <tr> <td>More info provided</td> <td>Clarification requested</td> </tr> <tr> <td>Case completed</td> <td>Consult returned</td> </tr> <tr> <td>Case cancelled</td> <td>Case cancelled</td> </tr> <tr> <td>Draft case</td> <td></td> </tr> </tbody> </table>	Requested Consults	Cases	Consult provided	New case submitted	Consult declined	Note added	More info requested	More info requested	Note added	Consult provided	New case submitted	Case completed	More info provided	Clarification requested	Case completed	Consult returned	Case cancelled	Case cancelled	Draft case	
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