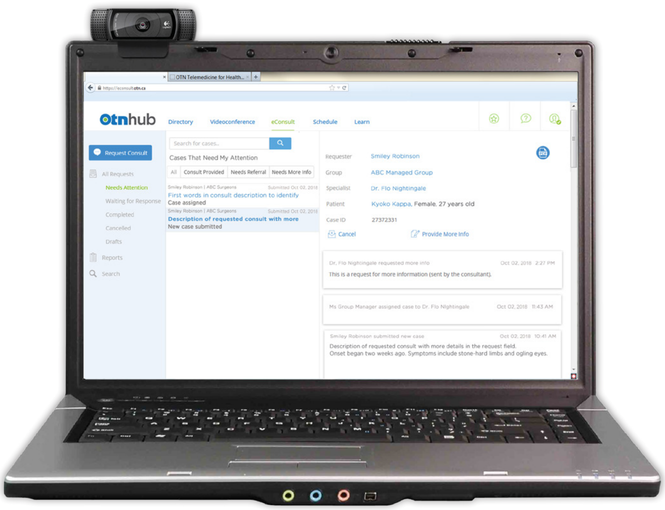
eConsult: Features & Overview

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.



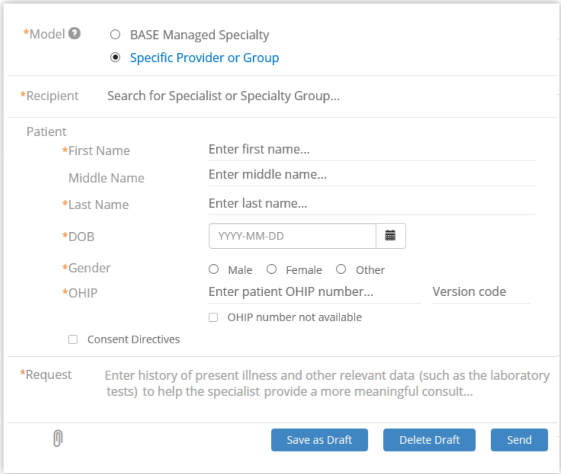
- The **Navigation filters** enable you to quickly customize your eConsult case list.
- You select an **eConsult model**:
  - Choose a specific **specialist or group/program** from the OTN Directory.
  - Or choose a specific therapeutic area of care and have a **BASE Managed Specialty Group** assigned 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	Windows 7, Windows 8*, Windows 10 Mac® OS X 10.8 - 10.11.6, or macOS™ Sierra 10.12 Android 4+
Browsers	Internet Explorer® 11 Safari® 9+ Firefox 38+ Chrome 42+

* Windows 8 in 'desktop' mode (*i.e.*, do not use Tile/Start mode).



*Model BASE Managed Specialty
Specific Provider or Group
*Recipient Search for Specialist or Specialty Group...
Patient
*First Name Enter first name...
Middle Name Enter middle name...
*Last Name Enter last name...
*DOB YYYY-MM-DD
*Gender Male Female Other
*OHIP Enter patient OHIP number... Version code
OHIP number not available
Consent Directives
*Request Enter history of present illness and other relevant data (such as the laboratory tests) to help the specialist provide a more meaningful consult...
Save as Draft Delete Draft Send

"Request a consult" form

For more information about the Ontario eConsult Program
contact **eConsultCOE@toh.ca**

otn. Care. Connected.

438 University Avenue, Suite 200, Toronto, ON, M5G 2K8

eConsult: Features & Overview

Request Consult

Open a form where you can request a consult by selecting a specialist or group and providing the patient's demographic and clinical information.

Save the request as a draft or send it to the selected specialist, specialty group/program or BASE Managed Specialty Group.

Search for Case

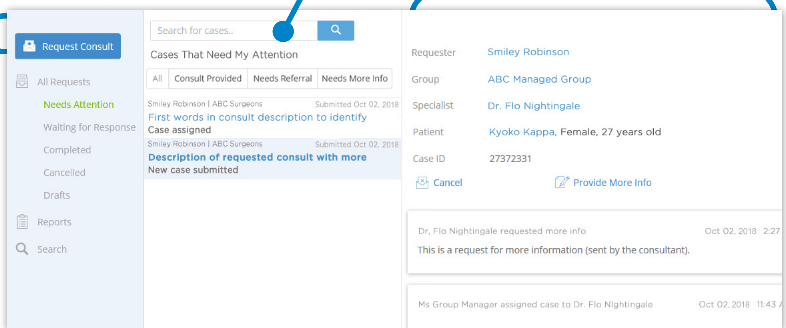
eConsult looks for your key words in the following fields:

- Patient name
- Requester name
- Specialist name
- Specialty Group name
- Case ID
- Title
- Notes
- Flag field (for specialists only)

Case Details

To view the case details, click the entry in the Case List. Details include:

- Requester name (click to view Directory profile)
- Specialist/Group name (click view Directory profile)
- If BASE Managed Specialty Group: category & region
- Patient name (click to show/hide patient details)
- Case ID (a unique reference number for each case)
- Available actions (*e.g.*, add note, complete, cancel)
- All notes and attachments provided by the requesting provider and the specialist.



Filters & Navigation

Click section title to view all consults/cases.
Click filter name to view selected subset of consults/cases.

Request & Case Filters

Primary Filters

Requester

- Needs Attention (cases pending requester's action)
- Waiting for Response (cases where requester has sent the case but specialist has not yet responded)
- Completed (closed cases with provided consult)
- Cancelled (cases cancelled by requester)
- Drafts (draft cases only—not cases with draft note)

Specialist

- Needs Attention (cases pending specialist's action)
- Waiting for More Info (specialist has requested more info and waiting for requester's response)
- Consult Provided (specialist has provided consult with feedback and optionally flagged)
- Consult Returned (specialist has declined the consult and returned the case)

Assigner

- Needs Attention (cases pending assignment to a specialist such as new cases or cases returned by the specialist)

Secondary Filters

Requesters and Specialists have additional filters within the Case List for fine tuning their listed cases.

Reports

Create a comma-delimited file (.csv) that contains details of all of your cases that were created or updated within a selected date range.

Search

Link to view the Search field.

Availability

Appears only for specialists. A link to instructions about eConsult settings—where you can view or modify your out-of-office options.

Case List

A list of your active cases, listed in order of status (draft > in progress > completed), last updated date (most recent first), and requester last name/specialty group name (in alphabetical order).

Requester Name | Specialist or Group Name   Date submitted
First 60 or so characters from the request details
Last action applied

Case Participants

The names of the requesting provider and specialist or group involved in the case appear in the top row of each case entry.

Subject

The first 60 characters of the original request appear. This is similar to the subject line in an email message.

Last action applied

The case status, based on the last action performed on the case.

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	