

When re-directing to a different recipient, eConsult creates a new consult request but with the patient information, notes, and attachments from the original request. Examples of when a requesting provider might change the recipient include:

- When no specialist has replied to the initial case. The requesting provider stops waiting for a response and wants to consult with another specialist, group/program, or BASE Managed Specialty Group.
- When a specialist has declined the consult and returned the case. The requesting provider wants to send the same case to another recipient without having to re-enter the request information.

Only the requesting provider can re-direct a case and only with the following conditions:

- They have already sent the case to a specialist or group and no specialist has yet provided a consult.
- You cannot forward a completed or cancelled case or a case where the specialist has already provided a consult.

After you send the re-directed case, it includes the following:

- A new Case ID with the clinical question and only the notes and attachments that were part of the initial request.
- Does not include any notes or attachments associated with the information exchange between the original specialist and requester.

1. [Locate and view](#) the Case Details for the desired request.
2. To initiate the process, click [Re-direct](#) in the Case Details panel.
A **Re-direct** section appears.

3. To start the process, click [Re-direct](#).

The original case is closed with a status of “cancelled” and it becomes read-only for all parties involved.

A new **Request Consult** panel appears and most fields are populated with data from the original request.

4. Identify the **Model** and then search for and select a new recipient. (For details about this and other fields and actions, refer to instructions in [Requesting a Consult](#).)
5. To send the re-directed case to the new recipient, click [Send](#).

When you send the case, eConsult does the following:

- Saves the consult request with a new Case ID, and the case is available to the new recipient.
- Sends an email notification* to the new recipient.
- Briefly displays a success message.

* The email recipient might have turned off their eConsult email notifications.

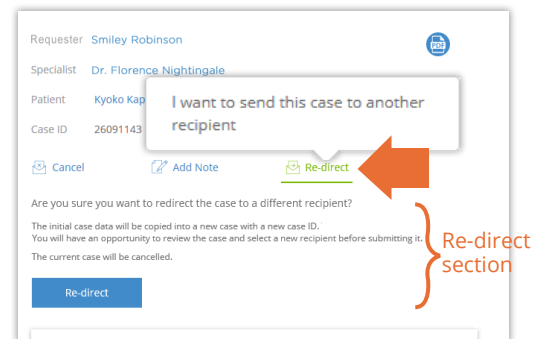


Figure 1: Case details with ‘re-direct’ fields

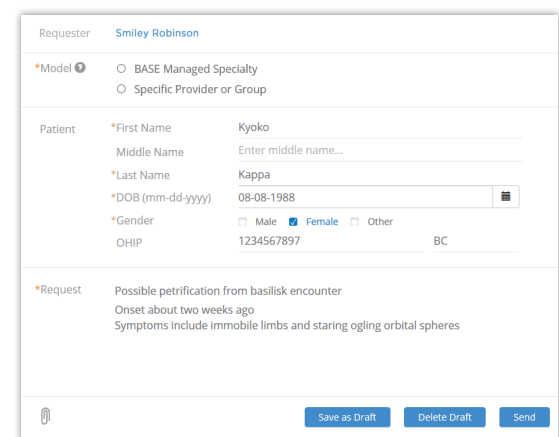


Figure 2: New request form with pre-filled data

For technical issues, contact OTN Technical Support at 1-855-654-0888 or techsupport@otn.ca

For Ontario eConsult Program information, contact eConsultCOE@toh.ca

