

When a requesting provider sends a consult request to a specific specialist, or an assigner assigns a case to a specialist in their group, the case appears in the target specialist's eConsult dashboard. Requests from a requesting provider appear with a status of 'New case submitted'; Requests from a group assigner appear with a status of 'Case assigned'.

The target specialist also receives an email notifying them about the case (unless they have turned off their eConsult email notifications).

The specialist can review the case details and decide whether to [provide the consult](#) (accept and complete it) or [request more information](#) or [return the consult](#).

After a specialist has reviewed the case, provided their consult and sent it, eConsult updates the consult status to 'consult provided'.

You can access the details of a case in one of two ways.

A. From the eConsult email you received.

- i. Open an email from eConsult and click the active link.
If you're not already logged in, a sign-in screen appears.
- ii. Log in using your OTN or ONE ID credentials.
The eConsult dashboard appears with the case details in the right-most panel.

B. From the OTNhub eConsult service.

- i. Sign in at otnhub.ca and go to the eConsult service.
The eConsult dashboard appears with the **Needs Attention** filter activated in the navigation panel.
- ii. To filter the **Case List** for only newly assigned cases, click **New** at the top of the Case List panel.
- iii. Look for a case with the status "Case assigned" or "New case submitted" and to view the case details, click the case list item.

Case details appear in the right-most panel of the eConsult dashboard. Review the case details and decide whether you will:

- [Provide \(complete\) the consult](#),
- [Request more information](#), or
- [Return the consult](#).

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

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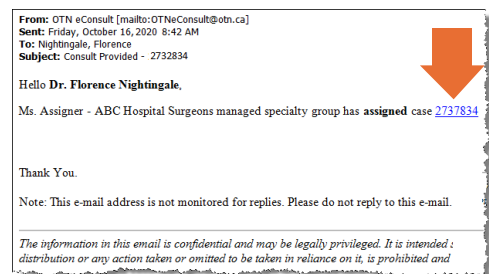


Figure 1: eConsult email

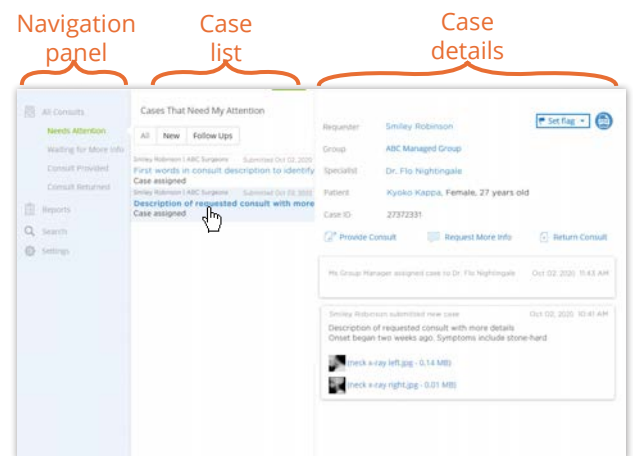


Figure 2: eConsult dashboard

Providing a Consult

When the specialist provides their consult, it also ends their involvement with the case. Providing their consult implies that they are satisfied with the advice and information they have added to the case (e.g., notes and/or attachments about their diagnosis and recommended treatment) and are ready to return the consult to the requesting provider.



Completed consults are saved for only a limited time. Please [print/export](#) the data for your clinical records, if needed.

After you submit the consult, only the requesting provider can edit it. However, all parties involved in the consult can view it.

Note: You must provide some treatment notes or attachments before you can 'send' a consult.

1. If you want to flag the case as a specific type, click [Set flag](#) and select a item from the drop-down list.
2. To initiate the consult, click [Provide Consult](#) in the Case Details.
 - A new section appears where you can type notes and [attach files](#).
 - To indicate that the patient should be seen in person or via video, select the **Recommendation** check box.
 - As you add notes and attach files, eConsult saves a draft of your consult, enabling you to navigate elsewhere within eConsult and then complete the consult later.

3. After you have completed all the required fields and added all relevant notes and files, click [Send](#).

A **KPI*** **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.

4. To provide the amount of time you spent on the consult, click the **Time spent** drop-down arrow and select a time period.

If you spent 26 or more minutes, a **Minutes spent** and an **Enter comments...** field appear. These are both mandatory fields.

5. If you have comments about the eConsult experience (not about the case), type them in the **Enter comment...** field.

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

6. If you change your mind and don't want to complete the consult at this time, to close the dialog box and return to the consult details, click [Cancel](#).

7. To finalize the consult's completion, click [OK](#).

When you complete a consult, eConsult does the following:

- Saves the consult and sets the status to 'Consult Provided'.
- Returns you to the eConsult dashboard and the case details become 'read only'.
- Briefly displays a success message.
- Sends an email notification** to the requesting provider.

* Key Performance Indicator

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

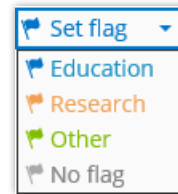


Figure 3: Set flag drop-down list

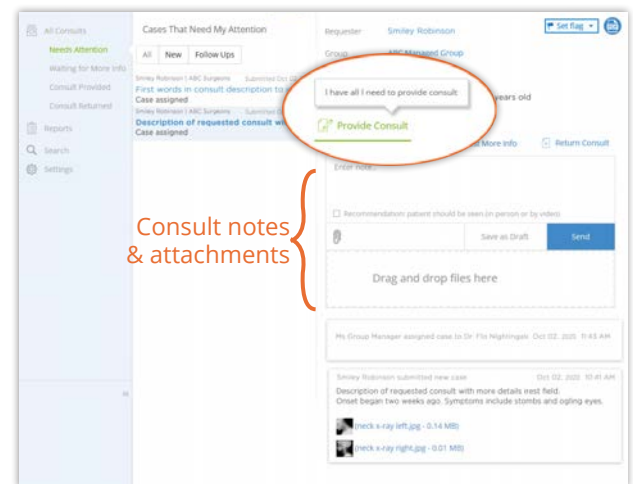


Figure 4: Case details with consult notes field

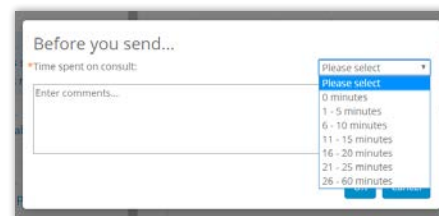


Figure 5: Feedback dialog before selecting time

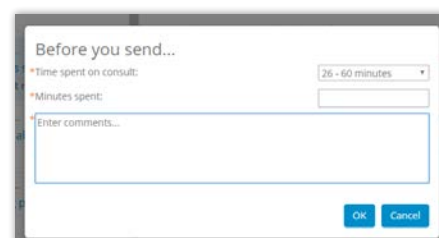



Figure 6: Feedback dialog after 26-60 minutes selected

Requesting More Info

If, after reading the case notes you need additional details or have questions, use the **Request More Info** feature.

- To initiate the request, click  **Request More Info** in the Case Details panel.
 - A new section appears where you can type in notes and [attach files](#). (Note: there is a maximum limit of 4,000 characters in the notes field. If you have longer notes, use the attachment feature.)
 - As you add notes and attach files, eConsult saves a draft of your request, enabling you to navigate elsewhere within eConsult and then complete the request later.
- After you have completed your request with all relevant notes and files, click **Send**.

A **KPI 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.

- To provide the amount of time you spent on the consult, click the **Time spent** drop-down arrow and select a time period. If you spent 26 or more minutes, a **Minutes spent** and an **Enter comments...** field appear. These are both mandatory fields.

- If you have comments about the eConsult experience (not about the case), type them in the **Enter comment...** field. These comments are only for reporting purposes and do not appear in the case notes.

- If you change your mind and don't want to complete the consult at this time, to close the dialog box and return to the consult details, click **Cancel**.

- To finalize sending your request, click **OK**.

When you send your request, eConsult does the following:

- Saves the case and sets the status to 'More info requested'.
- Briefly displays a success message.
- Returns you to the eConsult dashboard.
- Sends an email notification* to the requesting provider.
- The case details with your request notes become 'read only' but all action buttons are still available.

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

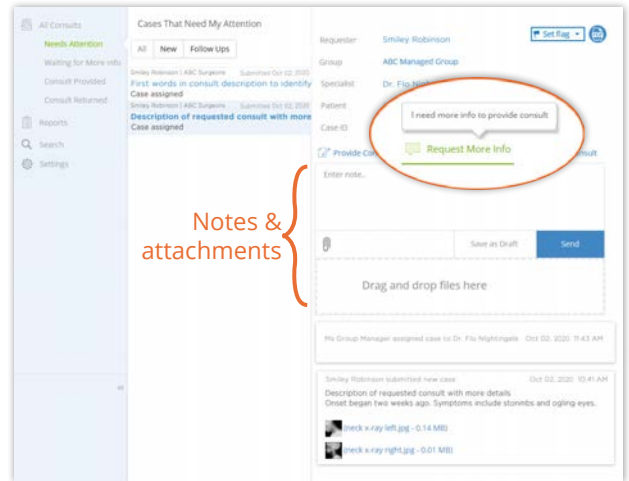


Figure 7: Case details with request more info fields

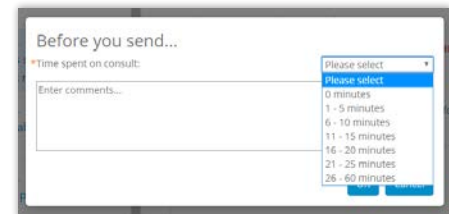


Figure 8: Feedback dialog before selecting time

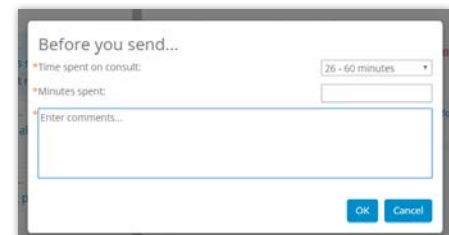




Figure 9: Feedback dialog after 26-60 minutes selected

Returning a Consult

If, after reading the case notes you decide that you cannot offer a consultation, use the **Return Consult** feature.

- To initiate the process, click  **Return Consult** in the Case Details panel.
A new section appears where you can select a reason for the return and provide additional comments.
- To identify the reason why you cannot accept the case, select the appropriate checkbox.
If none of the pre-defined reasons is appropriate, select **Other** and type a brief explanation in the **Comments** field.
- After you have selected a reason and added any relevant notes, click .
- If you selected a reason of **"Not available"** there is no KPI dialog box, skip to [step #5](#) on page 5.

If you selected a reason of **"Incorrect specialist"** or **"Other"** a **KPI 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.
- To provide the amount of time you spent on the consult, click the **Time spent** drop-down arrow and select a time period.
- If you spent 26 or more minutes, a **Minutes spent** and an **Enter comments...** field appear. These are both mandatory fields.
- If you have comments about the eConsult experience (not about the case), type them in the **Enter comment...** field. These comments are for reporting purposes only and do not appear in the case notes.

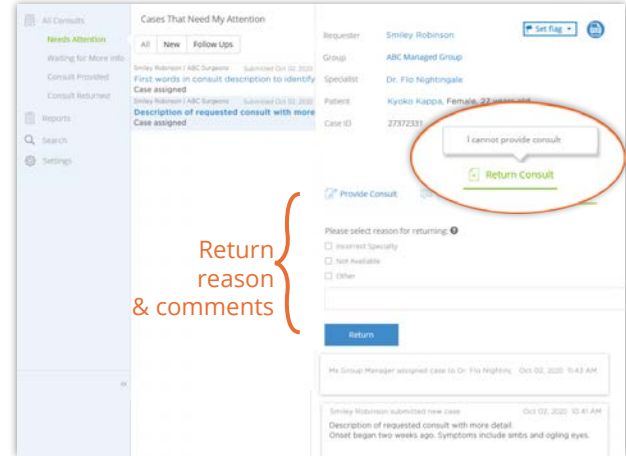


Figure 10: Case details with return case fields

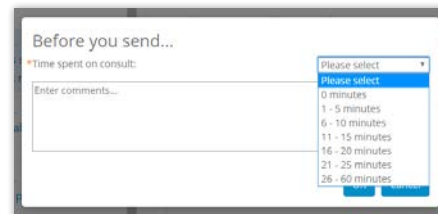


Figure 11: KPI Feedback dialog before selecting time

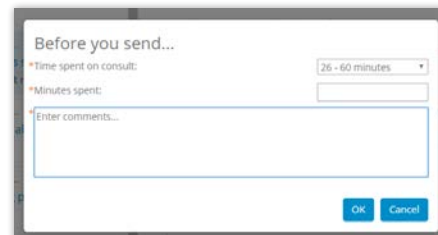






Figure 12: KPI Feedback dialog after 26-60 minutes selected

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5. If you change your mind and don't want to complete the consult at this time, to close the dialog box and return to the consult details, click [Cancel](#).

6. To finalize the return, click [OK](#).

When you return the case, eConsult does the following:


- Saves the case and changes the status to *"Needs Attention"*.
- Briefly displays a success message.
- Returns you to the eConsult dashboard.
- For you (the specialist), the case becomes 'read only'.
- If the return reason was *"Not available"*:
 - » If the request came from a group assigner and:
 - ♦ If you (the specialist) have not actioned the request, eConsult returns the request to the assigner (and they can [assign the case](#)  to a different specialist in their group).
 - ♦ If you (the specialist) have actioned the request, eConsult returns the request to the requesting provider (and they can [re-direct](#)  the case to a different recipient^{*}).
 - » If the request came directly to you (the specialist), eConsult returns the request to the requestor (and they can [re-direct](#)  the case to a different recipient^{*}).
- If the return reason was *"Incorrect specialist"* or *"Other"*:
 - » eConsult returns the request to the requestor (and they can [re-direct](#)  the case to a different recipient^{*}).

^{*} When a request is re-directed, eConsult creates a new consult request but with the patient information, notes, and attachments from the original case. Therefore the new recipient can be a BASE Managed Specialty Group or a specific provider or group/program.

Attaching Files

You can attach multiple files to your case. For each attachment you should include a brief but meaningful description. Ensure that the recipient has appropriate viewers for the attached files.

- Notes:** (1) The attachment must be a [valid file type](#). eConsult does not accept 'unsafe' file types such as .exe, .vbs, .tmp, etc. For a standard list of unsafe types, refer to the [Microsoft Office Outlook support](#) web site.
 (2) Maximum file size is 500 MB.
 (3) There is no space/storage limit per user or per case.

- If you have image files or other report files to include with the case notes, do either of the following:
 - Click the paperclip link  at the bottom of the Case Details panel, navigate to the file location and select the desired file.
 - Or
 - Using Windows Explorer (or Mac Finder), navigate to the file location, select the file and drag and drop the desired file into the dashed-line square.

For each file attached, eConsult checks that it is a valid file type, is within size limits and performs a virus scan. (A progress bar appears as these steps are completed.)

- For each attached file, click in the text field just below the file name and enter a short but meaningful description.
- To remove a listed file, click the **X** at the far right of the designated file. (For example, if after selecting a file, you realize you made a mistake and want to select a different file.)

The list of attached files refreshes and reappears without the selected file and a success message briefly appears.

eConsult automatically saves a draft of your consult as you add file attachments.

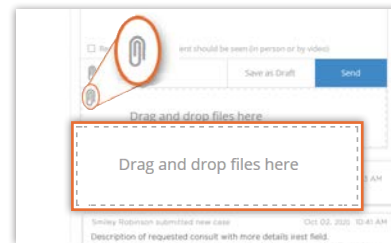


Figure 13: Two methods to attach files



Figure 14: List of attached files

Valid File Types

| File Extension | Description |
|-----------------------------|---|
| 3GPP, 3GPP2 | Third Generation Partnership Project Multimedia |
| AVI | Video |
| BMP | Image |
| DCM | DICOM |
| DOC, DOCX | MS Word Document |
| EXIF | Exchangable Image |
| FLV | Video |
| GIF | Image |
| JPG, JPEG, JFIF | Image |
| M4A | Audio |
| MKV | Video |
| MOV | Video |
| MP3 | Audio |
| MP4 | Video |
| MPG/MPEG | Video |
| OGG | Audio |
| PDF | PDF |
| PNG | Image |
| PPT, PPTX, PPS, PPSX | PowerPoint |
| QT | Video |
| RAW | Image |
| RTF | Rich Text |
| SIA | medX Health file type for magnified view of files |
| TIFF | Image |
| TXT | Text Document |
| WAV | Audio |
| WKS, WK1, WK2, WK3, WK4 | Lotus 1-2-3 |
| WMA | Audio |
| WMV | Video |
| WPD, WP, WP4, WP5, WP6, WP7 | Word Perfect |
| XLS, XLSX, CSV | Excel Document |
| XPS | Open XML Paper |