

eConsult Enhancement

Regionalization & Automated Case Assignment



Outline



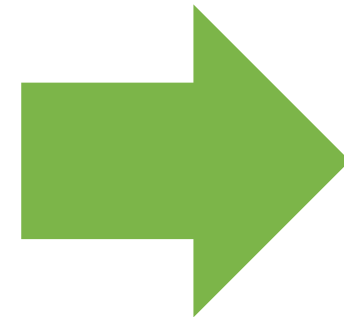
1. Enhancing eConsult to meet the needs of the end user
2. Demonstrations of different enhancements - Benefits and Impact on workflow
3. Supporting Materials
4. Questions and Feedback

Enhancing eConsult to meet the needs of the end user

Launched on Friday, November 1st, 2019

User feedback:

1. Access to local specialty groups and specialists
2. Improved efficiency of case assignment
3. Ease of use
4. The ability to re-assign or re-direct cases

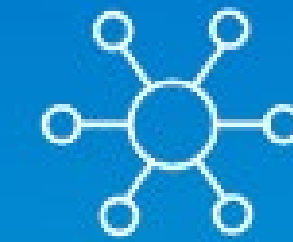


Components:

1. Improving access to regional communities of practice by enabling providers to identify their priority regions
2. Automation of case assignment within specialty groups
3. Improving visibility and functionality of eConsult settings
4. Enhancing assigner functionality to better respect specialist restrictions

Priority Regions

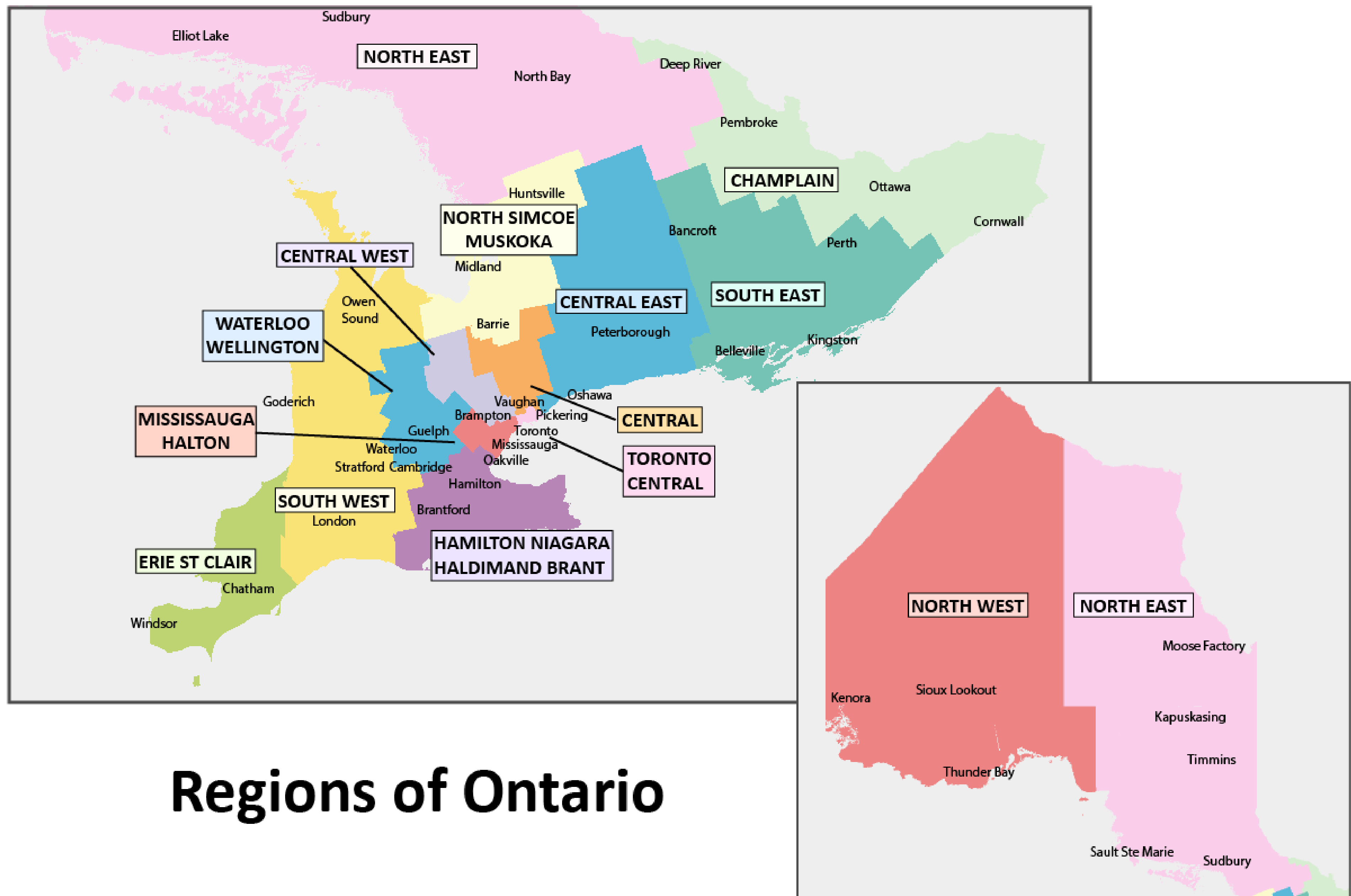
- Enabling connections to local specialists and communities of practice
- The system will by default direct your BASE™ managed eConsults to regional groups based on your priority list of regions, where available, or to the Provincial groups if no regional groups are available.



Priority Regions

Get access to specialty resources within your region

Get access to specialty resources within your region

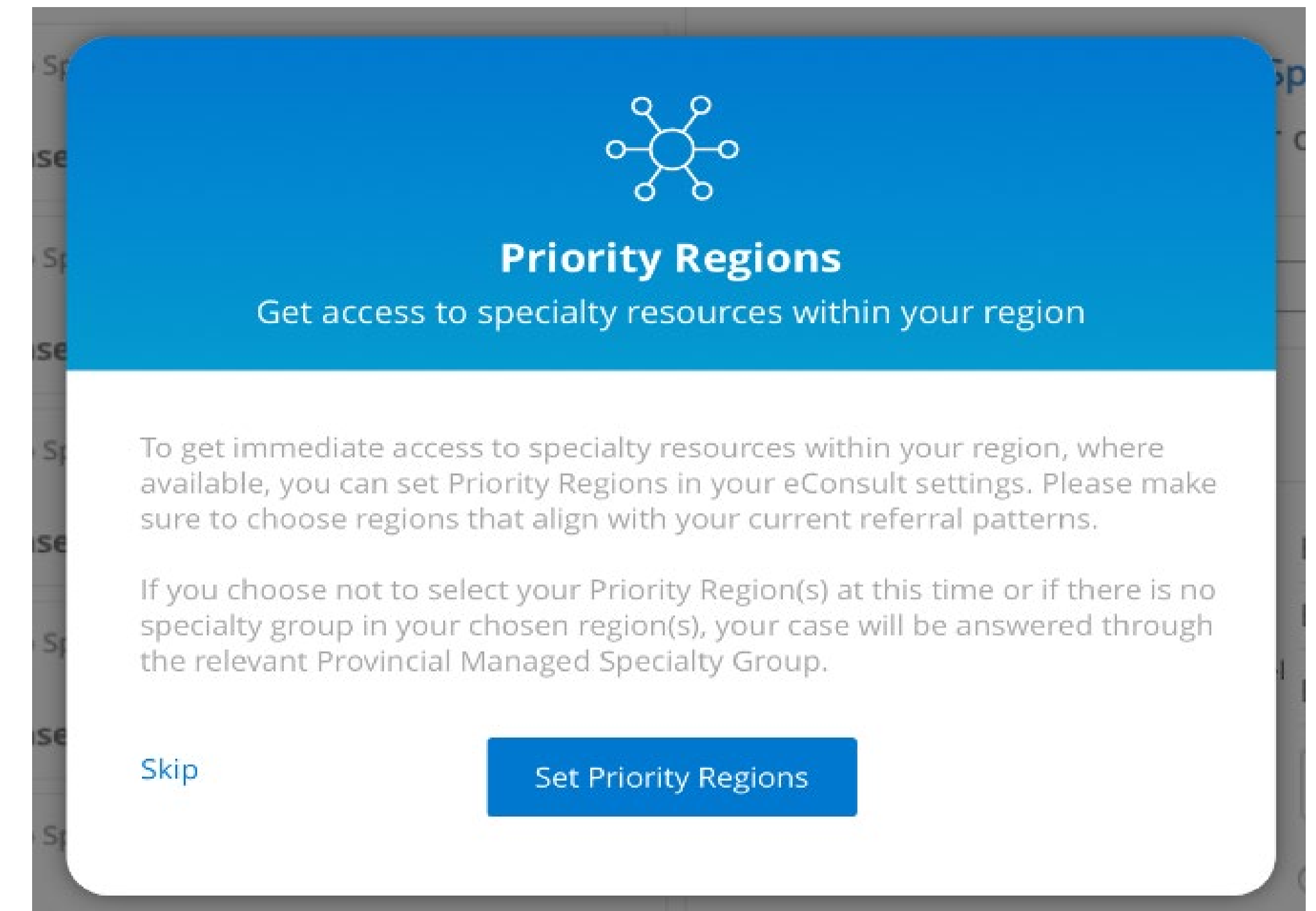


Regions of Ontario

What does this mean for me?

For requesting providers who utilize the **BASE™ Managed Specialty** option:

- Prompted to set local or priority regions upon first initiation of a BASE™ Managed eConsult – or can later be easily modified in eConsult settings
- Streamlined access to local groups which mirror traditional of care pathways
 - Providers will no longer need to choose a region when selecting their specialty as they will be automatically populated base on priority region selection
 - Providers will only see specialty options available to them based on their priority regions





Setting Priority Region(s) - Demonstration

- ☐ Individual Case Emails
- ☐ Daily Digest Emails
- ☒ Individual Case and Daily Digest Emails

Priority Regions

Select BASE Managed Specialty Region(s) that align with your current referral patterns to access specialty resources within these Regions. The top Priority Region will be your default Region for case submission. If there is no specialty group in your chosen region(s), your case will be answered through the relevant Provincial Managed Specialty Group.

Select a Priority Region ▼

Region	Priority	Action
South West	1 ▼	
Waterloo Wellington	2 ▼	

Select a priority...

✓ 1 (top priority)

2

Submit

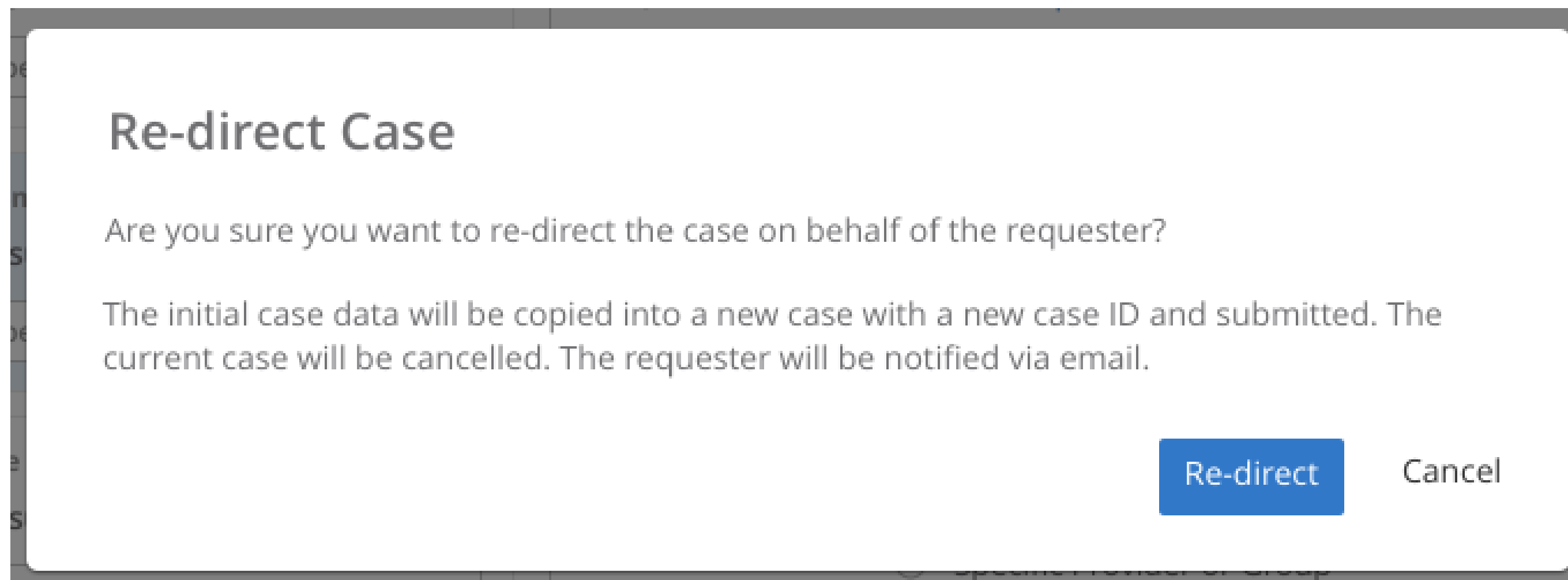
Cancel

Automated Case Assignment

- eConsults sent to specialty groups can be assigned automatically to specialists in the group.
- Automated case assignment is based on several key decision points (Ex: specialist availability and preferences)
- If no specialists are available on you have provided specific consent directives, cases will be redirected for manual case assignment
- Cases **will not be cancelled/returned to PCP automatically** and must be done manually
 - *If a case needs to be reassigned or cancelled someone from your regional lead organization or the Ontario eConsult Centre of Excellence will reach out to you.*

Assigner Redirection

- Allowing assigners to redirect cases when no specialist is available
- This functionality mimics current redirect functionality for clinicians where a case is closed and new one opened, leveraging all information from original request.



What does this mean for me?

Requesting Providers submitting eConsults to Specialty Groups

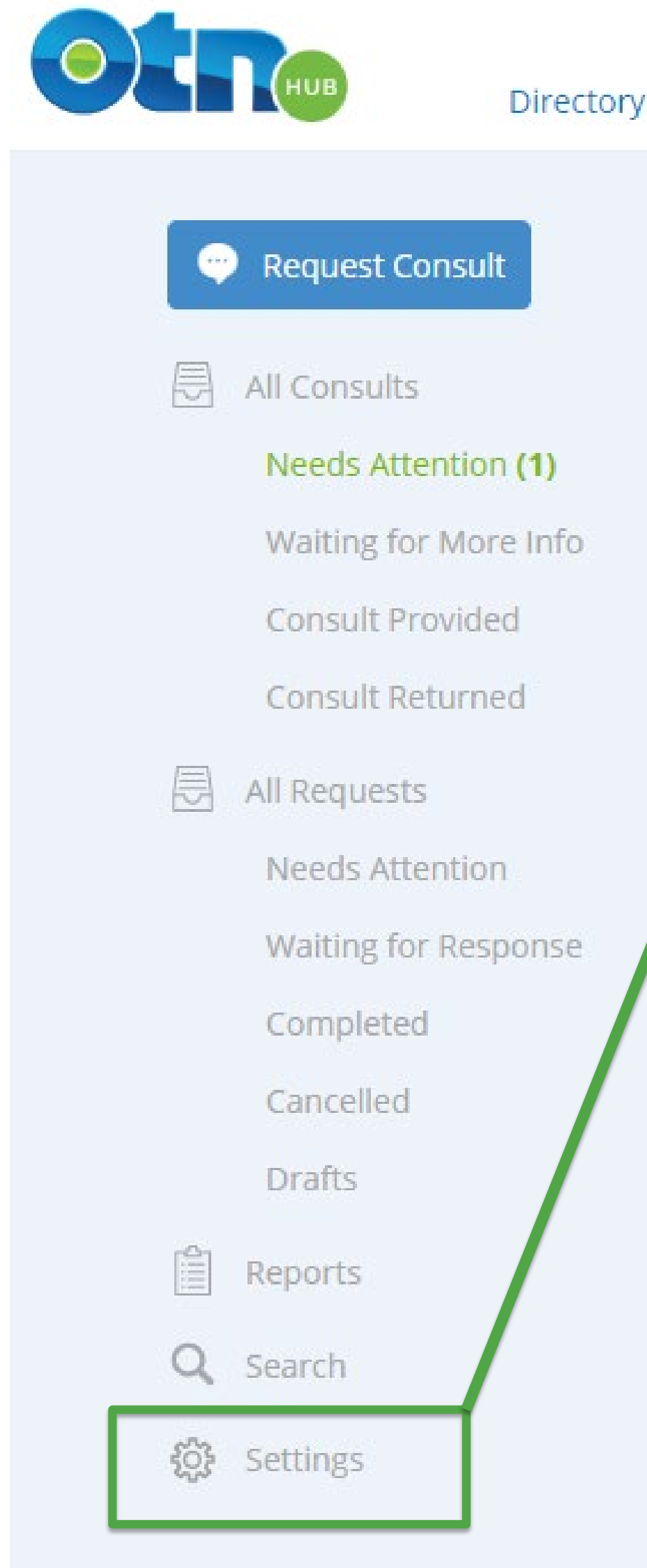
- Your eConsults will get to the specialists faster
- eConsults submitted to BASE™ managed specialty groups will still be overseen and managed by the Ontario eConsult Centre of Excellence and our regional partners to ensure cases are answered in a timely manner

What does this mean for me?

Specialists

- For specialists providing eConsults in BASE™ managed specialty groups:
 - To ensure you are receiving appropriate cases, your preferences can now be jointly managed directly on the OTNhub (Ex: availability, maximum number of cases per week, and other patient population preferences)
 - eConsults can now be redirected by case assigners or requesting providers to ensure eConsults are answered by the appropriate specialist
- For specialists providing eConsults through the Direct to Specialist model there will be no effect.

Ease of Access to eConsult Settings



eConsult Settings

Availability

eConsult service will show your status as unavailable when set.
eConsult specialty group / BASE managed group administrators can set unavailable dates on your behalf.

☒ Unavailable Dates

Start date

End date

Maximum Cases

You can set the maximum number of cases you prefer to receive each week.
If you participate in groups, administrators can set it on your behalf.

cases / week

Notification preferences

eConsult service will notify you about your cases at econ3.coecons3@otn.ca
Note: To update your email address go to Account Settings

☐ Individual Case Emails
☐ Daily Digest Emails
☒ Individual Case and Daily Digest Emails

Priority Regions

Select BASE Managed Specialty Region(s) that align with your current referral patterns to access specialty resources within these Regions.
The top Priority Region will be your default Region for case submission. If there is no specialty group in your chosen region(s), your case will be answered through the relevant Provincial Managed Specialty Group.

For Requesting Providers:

- Notification Preferences
- Priority Regions

For specialists:

- Unavailable dates
- Maximum Cases (for managed specialty groups only)
- Notification Preferences
- Priority Regions (for sending eConsults)

Maximum Billing Time Input for Specialists

- To reflect the implementation of a maximum billing time of 60 minutes per response, effective October 1st, 2019, specialists are now limited to only input 60 min or less after completing an eConsult

Before you send...

*Time spent on consult:

Enter comments...

Please select

Please select

0 minutes

1 - 5 minutes

6 - 10 minutes

11 - 15 minutes

16 - 20 minutes

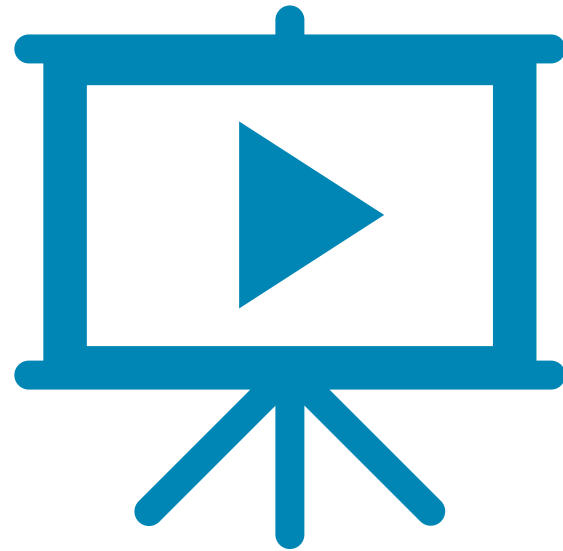
21 - 25 minutes

26 - 60 minutes

OK Cancel

Supporting Materials

Copy of Webinar presentation will be posted at eConsultOntario.ca/news



Video on How to Set your Priority Regions

<https://youtu.be/OSdZE69FzQ8>



Map of Regions of Ontario

<https://bit.ly/2qVTz8d>



Documentation and training documents available at:

<https://support.otn.ca>



Questions & Feedback

Thank you!

If you would like to provide feedback or have any questions, please contact the Ontario eConsult Centre of Excellence at eConsultCOE@toh.ca

Visit www.eConsultOntario.ca for more information about eConsult.

Visit otn.ca for more information on OTN and other services they offer.

For questions about EMR integration of eConsult contact OntarioMD at support@ontariomd.com