Specialists

eConsult
Ontario eConsult Program

eConsult: Improving Timely Access to Specialist Advice

eConsult

eConsult is a secure web-based tool that allows physicians and nurse practitioners timely access to specialist advice for all patients and often eliminates the need for an in-person specialist visit.

eConsult from the Specialist Perspective*

- Provides innovative patient care
- Reduces wait times
- Is a feasible way to improve access to specialist advice
- Results in improved communication between providers
- Is an effective way to provide continuing education for primary care providers

* Reference : Keely, E., Williams, R., Epstein, G., Afkham, A. et Liddy, C. (2018). *Specialist Perspectives on Ontario Electronic Consultation Services, Telemedicine and e-Health.*

Ontario Partners

Led by the Ontario eConsult Centre of Excellence (Co-Executive Directors Dr. Clare Liddy and Dr. Erin Keely), which is housed at The Ottawa Hospital in partnership with the Bruyère Research Institute, the Ontario eConsult Program is expanding eConsult services across Ontario, with key partners:

- Ontario Telemedicine Network (OTN)
- OntarioMD
- eHealth Ontario
- Champlain BASE™ eConsult
- Southeastern Ontario Academic Medical Organization
- Regional sites

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For information about how to make eConsult a regular part of your practice, contact eConsultCOE@toh.ca or visit eConsultOntario.ca

"I feel I have saved many face to face consults. Most of those would require a lot of time and waiting for patients, yet I only need 5 minutes to answer the question. This is very good, patient centred care."

— Specialist, Champlain region

FAQs

What options do specialists have to provide eConsult services?

- All eligible specialists are able to provide eConsults through the Ontario eConsult service direct to specialist option accessed through the otnhub.ca
- Some specialists (depending on geographical region, identified need, personal preference) will join a BASE™ managed specialty group where cases will be assigned to them

Is being an eConsult specialist right for me?

Specialists enrolled with the Ontario eConsult Program are expected to:

- Be experienced practitioners in good standing with their regulatory body
- Respond to requesting provider questions within 7 days (median response time is 2 days)
- Have an interest in providing collegial, educational replies
- Contribute to a community of practice with physicians and nurse practitioners in their region
- Have a desire to improve equitable access

How are specialists compensated for sending an eConsult?

- The service is available at no cost to the patient and the provider
- Specialists providing services on eConsult are paid an hourly rate of $200, pro-rated based on the length of time it takes to complete an eConsult
- Providers receiving a salary or paid through alternate funding arrangements may not receive additional compensation for using eConsult

Visit ChamplainBASEeConsult.com to find:

- 50+ scientific articles published
- Provider and patient testimonial videos and perspectives
- Infographics of key articles with specific case examples

An eConsult case example: Cardiology

DAY 1 Physician or nurse practitioner wants to put a patient with ADHD on a stimulant, but notes some past cardiovascular issues resulting in palpitations. They contact a cardiologist, provide test results and family history, and ask whether stimulants would be safe for the patient and what monitoring would be necessary.

DAY 3 Cardiologist reviews case, has no concerns with patient taking stimulant, tells provider not to worry.

DAY 7 Provider accepts advice, closes case.

March 2019

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