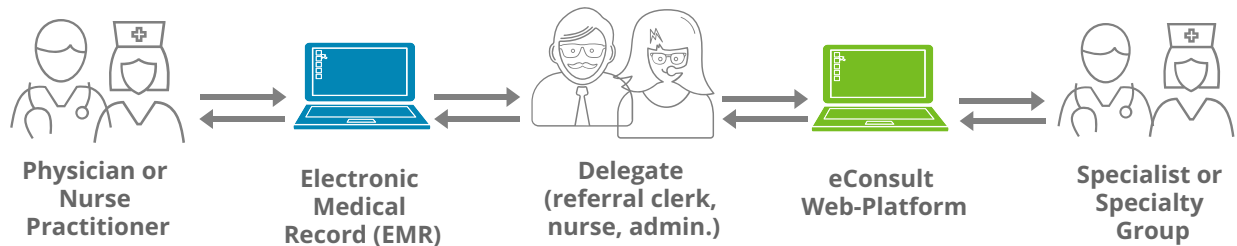


What is eConsult?

eConsult is a secure web-based tool that allows physicians and nurse practitioners timely access to specialist advice for all patients, often eliminating the need for an in-person specialist visit. eConsult allows for improved access to specialty care for patients (with a median response time ~ 1 day)

Delegate Model Workflow



Advantages of the Delegate Model

- Improved workflow for front line primary care providers, by utilizing administrative support to manage eConsult workflow in non-integrated EMR settings.
- Improved information flow, managed by delegates (e.g. referral clerk, nurse, or administrator), ensuring timely management of patient-related inquiries.
- Providers and delegates can build upon existing clinical best practices to incorporate eConsult into their workflow.



Is the Delegate Model Right for Me?

- ✓ I have administrative personnel in place who already assist with the outgoing referral work in my clinic.
- ✓ I would like to be able to have my non-urgent patient inquiries addressed in a timely manner with less administrative burden to me.
- ✓ I would like to leverage the support of my staff to assist me with the administrative tasks of submitting an eConsult.

"Having a delegate submit and manage the clinics eConsults is AMAZING."

– Dr. Lori Hasulo, Guelph CHC

"I am the delegate for 11 doctors and they are using the service more and more. If they were having to complete the referrals personally then they would probably not use the service the same or as much and definitely not in the same timeframe as with a delegate."

– Lyndal Wheeler, East Wellington FHT