

eConsult Requesting Clinician Best Practice Quick Guide



Responsibilities as an eConsult Requesting Clinician



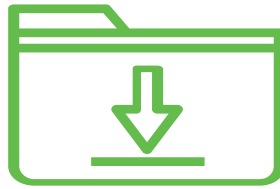
Submit professional, patient-specific, non-urgent clinical questions



Include relevant and sufficiently detailed information



Maintain responsibility of care for the patient and act as HIC for all patient PHI***



Store a copy of the eConsult response in the patient record as for any traditional consult report



Maintain up to date contact information in your eConsult account



Requesting eConsults

#1

Submit eConsult choosing one of two options:

1. **BASE™ Managed Specialty:** eConsults are sent to a group of specialists in a specific specialty from across the province or from a specific region and each case is assigned to a specific specialist by a case assigner. Over 135 specialties offered province-wide.
2. **Specific Provider or Group:** eConsults are sent to individual specialists/groups by searching in a directory.

Requesting clinicians may wish to utilize a **delegate** (typically a referral clerk, nurse or administrator) who can create, submit, manage, monitor and file eConsults on behalf of one or many physicians, nurse practitioners or midwives (requesting clinicians). Click [here](#) for more information or contact us at eConsultCOE@toh.ca for support incorporating eConsult into your clinical workflow.

#2

Review the eConsult response provided by the specialist and either complete the eConsult or send follow-up questions/request clarification.

1. If the specialist requests further information, please provide the information in a timely manner.
2. Chose Request Clarification to send any follow up questions to the same specialist.
3. To complete the eConsult, click the Complete option. Add (optional) relevant constructive feedback to the specialist or feedback to the program in the Comment fields provided before choosing the (blue) Complete button.
4. If a face-to-face referral is recommended, use your standard referral pathways and processes. The specialist who provided the eConsult is not required to provide the face-to-face referral. Likewise, requesting clinicians are also not required to refer to the specialist that provided the eConsult.



5 Key Elements of a High Quality eConsult Request



1. Send eConsults for non-urgent clinical questions. eConsult does not replace or pre-empt the usual referral process for face to face visits. General non-patient specific questions may be sent to COVID-19 related BASE™ managed specialties only.



4. Include sufficient and appropriate clinical details such as relevant investigations and treatments, specific to the clinical question. This may include the Cumulative Patient Profile, if appropriate. Do not attach the entire chart.



2. Include a clear and concise clinical question



5. Any images or attachments should be legible and file names should not include a comma (",") to avoid technical difficulties opening the file. All photos should clearly identify the source and location (for examples, see our guide for high quality [Dermatology eConsult Image Requirements](#)).



3. Use a professional and respectful tone



Privacy, Consent, Documentation & Billing

1. ***Requesting clinicians maintain their role as Health Information Custodians (HIC) of Personal Health Information (PHI) that they create or collect through an eConsult, and should follow all existing rules, regulations and laws.
2. Patient consent is implied in an eConsult as this interaction remains within the circle of care; however, advising the patient of the use of this tool is good practice.
3. Requesting clinicians should retrieve copies of the completed eConsult from the OTNhub and document in the patient's medical record the information that would normally be expected with any consult or referral request, including the patient information provided to the specialist, details of exchanges with the specialist, the specialist's recommendations, and the reasons for following the specialist's recommendations (or not).
4. Requesting clinicians, where applicable, may bill OHIP K738 as per the rules in the Schedule of Benefits. For more information [click here](#).



For more resources on eConsult visit www.eConsultOntario.ca/resources
For questions or support contact eConsultCOE@toh.ca