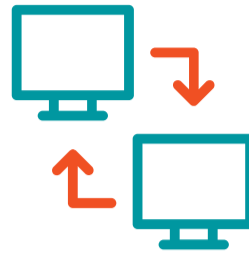


The Ontario eConsult Service, accessed on the OTNhub and a part of the **Ontario eServices Program**, is a secure web-based tool, that allows physicians and nurse practitioners timely access to specialist advice.



An **eConsult Delegate** is someone (typically a referral clerk, nurse or administrator) who can create, submit, manage, monitor and file eConsults on behalf of one or many physicians or nurse practitioners (providers).



An **eConsult Delegate** supports clinical workflow where eConsult is not integrated with the provider's EMR

1

Provider set up with OTNhub account

Go to OTNhub.ca and follow instructions to sign up



If an **organizational account** is chosen, the Primary Contact for Service (PCS) for the organization will need to assist in set up process & account management. If **solo/individual account** is chosen, the provider acts as their own PCS.



Chosen **delegates need to be authorized to view PHI** (Personal Health Information) for all eConsults submitted from the provider's account.



If the **provider works at multiple locations**, there may be a need to set up multiple OTNhub accounts to ensure delegates only have access to appropriate PHI.

Delegate set up with an OTNhub account

Go to OTNhub.ca and follow instructions to sign up

2

Setting up a **delegate account requires OneID credentials**, which can be done through a Local Registration Authority (LRA) for eHealth Ontario. If the delegate's organization does not have an LRA, contact eConsultCOE@toh.ca for assistance.

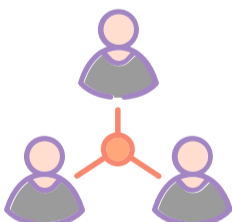


Delegate accounts can only be set up as an organizational account, and should be set up within the **same organization as the provider**, where applicable. Solo/Individual provider accounts act as their own organization which can host a delegate's account.



3

Delegate relationships set up



The PCS for the organization or the provider (if solo/individual account) **uses the Manage Active Users dashboard on the OTNhub to 'Add Delegate' to the provider's account**. Addition of the delegate will automatically add delegate permissions to the delegate's account.



For support in setting up delegate permissions and relationships, contact **Ontario Health - OTN** (serviceactivation@otn.ca)



If **delegate relationships are required with provider account(s) from one or more organizations**, a request to set up delegate relationships must be sent to Ontario Health - OTN (serviceactivation@otn.ca), with **authorization from the PCS from each organization** involved.