

eConsult, along with eReferral, are the first two initiatives of the **Ontario eServices Program**. Ontario eConsult is a secure web-based tool hosted on the [OTNhub.ca](http://OTNhub.ca), that allows physicians and nurse practitioners timely access to specialist advice.

Send an eConsult to the Ontario eConsult Service on the OTNhub.ca, **directly from your TELUS PS Suite EMR**, using your **Ocean toolbar**, with the **seamless flow of patient information and attachments**.



As a **clinician**, to use this workflow, **you will need:**

- OTNhub account with access to send eConsults
- Updated Ocean toolbar installed in TELUS PS Suite EMR instance
- Ocean account linked to TELUS PS Suite EMR instance
  - Do you access Ocean through OSCAR or Accuro? - [click here](#) to find out more about accessing eConsult through your integrated EMR

**Note:** this workflow does not support use by delegates.

For more information or support getting started, complete our [intake form](#) or contact us at [eServicesProgram@toh.ca](mailto:eServicesProgram@toh.ca)

# 1

## Create eConsult Question as Progress Note in the Patient Chart



The following steps occur in TELUS PS Suite

- Add '**New Progress Note**' to patient chart and type out the eConsult question.
- '**Green bar**' the eConsult Question **progress note** and any **additional attachments** you wish to include.
- Click on the '**ON eConsult**' **button on your Ocean Toolbar**
- Revise attachment file name as needed and click 'OK'

How do I write a high quality eConsult question?



[Find out more](#)



# 2

## Launch eConsult Request through Ocean



The following steps occur in Ocean

- An Ocean form for the Ontario eConsult Service will load automatically in a web browser
- **Verify that patient information and attachments were loaded properly**
- Confirm existing access to Ontario eConsult Service through an OTNhub Account
- **Click 'Send & Launch Ontario eConsult'** at the bottom of the form
- Confirm clinical information and click 'Correct - Proceed'
- **Click 'Go to Ontario eConsult'**
- **Note** - TELUS PS Suite will load the Ocean custom form for this case in the patient chart and display current status as 'Accepted as eConsult - Needs Review'

# 3

## Choose Specialty/Specialist and Send eConsult on OTNhub.ca



The following steps occur on the OTNhub.ca

- The OTNhub.ca login screen will load automatically in a web browser.
- **Login with your OTNhub login credentials** (OneID or OTN).
- An eConsult Request form will be pre-loaded.
- **Choose the eConsult Model and Specialist/Specialty:**
  - **BASE Managed** - Choose the Specialty/sub-specialty from the drop down menus.
  - **Specific Provider or Group** - Search for a specific specialist or specialty group using the Recipient field.
- **Verify the patient information** was entered correctly.
- The request field will be pre-populated with 'Please see attachment' and the attachment will be already attached.
- Review and **Click Send**.
- The entry in Telus PS Suite and Ocean will update to include the name of the Specialist or Specialty Group the eConsult was sent to, and update the status to 'Completed as eConsult - Needs Review'.

Want to access Regional BASE™ Managed Specialties?



Make sure you have your **Priority Regions** set up in your OTNhub account?

[Find out more](#)

## ? How do I receive the eConsult response from the specialist?

- The eConsult responses from the specialist can be **accessed directly from the OTNhub web-platform**
- You will **receive an email notification** when the specialist has provided a response, including a direct hyperlink to the case.
- **Additional follow-up questions** must be entered and sent directly from the **OTNhub web-platform**.
- Please **export a copy** of the eConsult response to a PDF using the 'PDF' icon in the top right while viewing the eConsult on OTNhub.ca and save a copy, or copy/paste the content of the response **into your patient chart**

*This integration between Ocean and the Ontario eConsult Service on OTNhub currently only supports the initial sending of eConsults. The Ontario eServices Program and our partners are continuing to work towards a complete end to end integration which will allow sending and receiving of eConsults through Ocean.*

For more information or to get started, fill out our [intake form](#) or contact us [eServicesProgram@toh.ca](mailto:eServicesProgram@toh.ca).