

Frequently Asked Questions

Initiating an eConsult to the Ontario eConsult Service directly from your EMR via Ocean

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, that allows physicians and nurse practitioners timely access to specialist advice.

How do I send an eConsult directly from my integrated EMR, to Ocean through to the OTNhub?



- Write your eConsult question as a note in your patient chart in your EMR. Select it and any desired patient chart details to be included, as an attachment, to your eConsult case (workflow varies depending on which EMR you are using).
- Initiate eConsult through Ocean eReferral workflow in your EMR to "Ontario eConsult Service" listing in Ocean Healthmap
 - If using TELUS PS Suite click on the "ON eConsult" button on the Ocean toolbar
- Launch eConsult on OTNhub from Ocean form
- Login to OTNhub, and choose the specialty/specialist you wish to submit the eConsult to and click Send.
 - Patient demographic fields will be automatically completed. Your eConsult question note, along with the attachment created in the EMR will be added to the OTNhub eConsult case, with the default text of 'See attached' in the Request Field.
- When the specialist responds, retrieve your eConsult response from OTNhub.ca
- Need support developing a workflow to send eConsults through Ocean? Fill out our [intake form](#) or contact us eServicesProgram@toh.ca.

What specialties are available through Ontario eConsult?



- Access over 120 BASE™ managed specialties, and over 1800 individual specialists from across Ontario.
- Access the same specialists/specialty services available via the web-based Ontario eConsult on OTNhub.ca.
- Specialists/specialty services do not need to be listed in the Ocean Healthmap to access via eConsult.

How do I retrieve the response from the eConsult 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.
- You can 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 in your patient chart.

What do I do if I have follow-up questions for the specialist?



- All follow-up questions must be submitted on OTNhub.ca and cannot be sent through Ocean.

Can I continue sending eConsults directly through the OTNhub.ca?



- Yes, you can still access the standard web-platform process for submitting eConsults.
- All eConsults submitted through all workflows will be visible in your eConsult dashboard on the OTNhub.ca.

Can my delegate support this workflow?



- Submission of eConsults through Ocean must be done independently by the clinician. Delegates cannot submit eConsults on behalf of a clinician via the Ocean-based workflow.
- Delegates may continue to support retrieval of eConsult responses and additional follow-up questions, using OTNhub.ca.