

You are receiving this newsletter because you have access to the Ontario eConsult Service through your OTNhub account. To access the service [click here](#). *If you are receiving this on behalf of other providers at your clinic, please distribute as appropriate.

Ontario eConsult Made Easier!

Mandatory Survey Eliminated for OTNhub Users

You asked, we listened!

Effective November 9th, the mandatory eConsult close-out survey has moved to collecting your optional feedback, in an effort to reduce clinician burden when completing eConsults.

Your feedback has been invaluable to both the service and your specialist colleagues, as the program grew. We hope you continue to provide feedback directly to the specialist or with the Ontario eConsult program, when you complete your case.

Completing your eConsult case on the OTNhub, when a specialist responds to your request for advice, is an important step to close the loop and eliminates daily reminder emails sent to both the sending clinician and the specialist consultant.

To review how to complete a case, please visit <https://dropbox.otn.ca/econsult/otn-econ-complete-cancel.pdf>



Integrations to Manage Cases Easier

Clinicians can manage their eConsults, sent to the Ontario eConsult service, easily using one of the available solutions:



Ocean to Ontario eConsult Integration:

- Sending eConsults: Patient information and selected attachments flow seamlessly from your TELUS PS Suite, Oscar Pro or Accuro, through Ocean, to the OTNhub.
- Coming soon! Fully integrated solution to send and receive, in Ocean.

Contextual Launch

- Sending eConsults: Launch to the OTNhub, from your eligible EMR, with patient information included.
- ONEID sign-in required, manual download/upload of attachments still required.
- For more information contact support@ontariomd.com.

HRM® Integration for OTNhub

- Managing completed responses: push completed eConsult cases, from the OTNhub, back to your EMR using HRM®.
- For more information go <https://econsultontario.ca/resources>: Fact Sheets-> "HRM Integration for OTNhub"

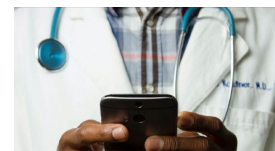
Fully Integrated EMR solution

- Complete case management within the EMR interface.
- Available only on select EMR's, for use with the Ontario eConsult service.
- For more information contact support@ontariomd.com

Connect with your regional deployment team member today by completing our [intake form](#).

Response Time on eConsult Cases

The specialists participating in our program continue to amaze us with their quick turnaround on responses for requests for advice, using eConsult.



Did you know?

Specialists have 7 days to respond to an eConsult case. eConsult cases should be used for non-urgent case inquiries only.

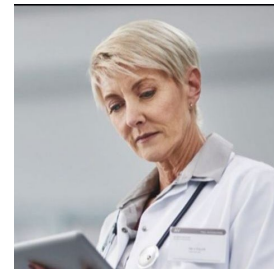
For more information, please refer to the [Best Practice Guidelines for eConsult Senders](#).

OTNhub Enhancements

- Weekday only notifications: OTNhub users can now protect their inboxes on weekends to receive eConsult notifications on weekdays only.

We understand the pressing issue of clinician burnout in the healthcare industry and are striving to address and improve the administrative workload, through our enhancements.

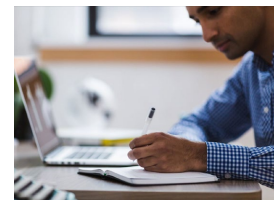
To change your notification settings, visit: <https://dropbox.otn.ca/pcvc/otn-selfserv-service-set-econ.pdf>



Reminder on how to Send an eConsult

- Watch our [video](#) on how to send an eConsult.
- Set your priority regions on the OTNhub to connect with a specialist, within your region. Regional groups are now available, in most regions. Learn more [here](#)
- Get connected to [over 125 specialties](#), across the province!
- For more information about eConsult, please visit www.eConsultOntario.ca or contact us eConsultCOE@toh.ca.

[Send an eConsult today!](#)



"This [workflow] removes an enormous amount of friction by eliminating the need to enter a patient's demographic information into a new referral form and brings us closer to a fully integrated product. Accessing eConsult and eReferral [through] Ocean has improved my process for interacting with specialists."

- Dr. Daniel Pepe, Primary Care Clinician, London, ON



The Ontario eConsult Service (accessed on the OTNhub) and the Champlain BASE™ Service are both key services of Ontario eConsult, which provide provincial and regional eConsult services incorporating both the BASE™ managed specialty and direct-to-specialist models. eConsult, along with eReferral, are the first two initiatives of the Ontario eServices Program which delivers digital services that support clinical workflows and facilitate smoother transitions in care and an improved patient experience.

For more information on Ontario eConsult, visit www.eConsultOntario.ca.
For more information on the Champlain BASE™ Service, visit www.ChamplainBASEeConsult.com.
For more information on the Ontario eServices Program, visit www.eServicesProgramOntario.ca.

Do you have any feedback or questions?
Contact us at eConsultCOE@toh.ca



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