

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 Enhancements

We recognize the importance of easing clinician workload and enhancing your eConsult experience, and we are thrilled to introduce new features designed to help you efficiently manage your eConsults. We also acknowledge the pressing issue of clinician burnout in the healthcare industry, and as part of our commitment to continuous improvement, we endeavor to address administrative burden in our enhancements.



These improvements were based on input from your peers! We highly value your feedback and are here to assist you with questions or concerns you may have.

Returning eConsult Cases

Cases sent via a group that are returned (with a reason of Incorrect Specialty, Not Available or Other) and where no action or response was provided on the case are now returned to the group's case assigner along with the comments provided so that they may assist with reassigning or redirecting the case.

If your eConsult response recommends to proceed with an in-person referral, please 'Provide Consult' and include this information in your response instead of retuning the consult. Having a completed eConsult ensures that the advice is captured in the patient's chart. The sender also has the opportunity to attach this advice to a subsequent referral.

For any questions on the Case Assignment workflow, please reach out to us at eConsultCOE@toh.ca.

Weekday-only notifications

OTNhub users can now protect their inboxes on weekends and receive eConsult notifications on weekdays only.

To adjust your preferences away from the default (Individual case notifications & Daily Digest), please follow the link for step-by-step instructions in the [Setting eConsult Service Options](#) guide.

Out of Office Settings Enhancements

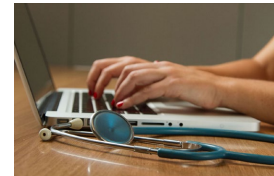
Scheduling time away is now easier! eConsult specialists can **set multiple out-of-office notifications** on the OTNhub.

Unavailability settings now also **prevent all new cases from being assigned** via groups or direct-to-specialist to ensure time off is protected. You only need to update your unavailability in one place now to ensure you will not be assigned cases while away! For instructions on setting unavailability, see the [Setting eConsult Service Options](#) guide.

Ontario eConsult Specialists Feedback Survey

The eConsult program continuously strives to improve and understanding eConsult from the specialist perspective is essential.

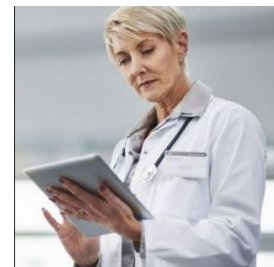
We kindly ask for your feedback on your experience with the service. Please provide your feedback via the [Ontario eConsult - Program Feedback Survey](#).



Accepting eConsults Direct-to-Specialist

If you wish to pause receiving cases direct-to-specialist, you have the ability to adjust your preference by changing your Settings via the Managing Directory Profile menu. Changing 'Accept eConsult' to 'No' will not affect your ability to receive cases via a group.

To find out more and to change your settings, see the [Updating an OTNhub Directory Profile](#) guide.



Ontario eServices Program Overview

Discover how our program is working to transform healthcare delivery in Ontario. The [2022-23 Ontario eServices Program Overview](#) is now available, providing a highlight of the evaluation activities of the our services for the last fiscal year.



Need a refresher on how to provide an eConsult?

[Watch a short video](#) or contact us at eConsultCOE@toh.ca to set up a quick training session.



"This reply was a great example of how eConsult can help patient care and primary care physicians to avoid unnecessary referrals or interventions. The definitive reply from this specialist was very effective for assisting with management and much appreciated."

Dr. Julian Kho, Primary Care Provider



The Ontario eConsult Service (accessed on the OTNhub) provides provincial and regional eConsult services incorporating both the eConsult 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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