

As the holiday season approaches, **we would like to remind you to set your eConsult Specialist unavailability on OTNhub** while you are taking some well-deserved time to celebrate.

Setting your unavailability from cases sent via Groups or Direct-to-Specialist:

1. Sign in at otnhub.ca and click the User Panel link in the top right banner. A User/Self-Service panel will appear.
2. Select “Services Settings” in the panel. The Services screen appears.
3. Select “eConsult Settings” on the left navigation panel.
3. Under “Availability”, set the “Set Unavailability” button to on.
4. Enter the Start date and End Date and click Submit.

For more information, please see [“Setting eConsult Service Options”](#)

Traveling Outside Canada & Access:

If you use ONE ID to log in to your OTNhub account, you **will not be able to log in outside of Canada and the United States** as ONE ID security prevents login from abroad. If you plan on being away for a lengthy period and wish to have access to your OTNhub account, please reach out to us and we will review these settings with you.

Recent Update: Returned cases in Groups

We also wish to highlight a recent upgrade made to our platform that affects all specialists participating in groups.

Cases sent via a group that are returned 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.

- **Recommending an in-person Referral:**

If your eConsult response recommends to proceed with an in-person referral, or contains medical advice, please 'Provide Consult' and include this information in your response instead of returning 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.

- **Returning case to the assigner:**

- with a reason of **Incorrect Specialty**, please add details on where the case should be redirected so that our assigners can take the appropriate action.
- with a reason of **Not Available**, no comments are necessary and the case will be reassigned to another specialist in the group. We also invite you to set your unavailability to prevent other cases from being assigned to you (see steps above).
- for an **Other** reason, please indicate how you wish for this eConsult to be actioned by the assigners. They can redirect the case, reassign to another provider or reach out to the Sender should there be an issue.

We wish you a warm holiday season and invite you to please reach out to us should you have any questions or feedback for our team!

Happy Holidays!

from the Ontario eConsult Team

Our office will be closed between December 23rd and January 1st inclusively