

## Frequently Asked Questions

### Midwives Access to eConsult Advice (MACA)

**Q: What is the purpose of eConsult?**

A: The purpose of eConsult is to provide a platform for requesting clinicians to seek advice from specialists without the need for an in-person assessment or transfer of care. The requesting clinician should use their usual referral pathways if a referral is recommended.

**Q: How do I sign up for eConsult?**

A: Midwives interested to send eConsults can complete the [midwives sign up form](#) and will receive an email with the next steps. They can also review the [midwives sign up instructions](#) for more information.

**Q: Should I create an Organizational or Individual/Solo OTNhub account?**

A: Depending on your practice and workflows, you may find more appropriate:

- an individual/solo account if you work in multiple locations, change organization frequently, or do not want your account to be decommissioned when you leave. You will own the agreements and relationship with the OTNhub, and your account remains active even if you change organizations.
- an organizational account if you work in a hospital or family health team, wish to associate your account with an organization, or to have delegate support within that organization. The organization owns the agreements and relationship with the OTNhub.

You can find additional information in the [midwives sign up instructions](#) or contact the [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca).

**Q: Can all patient questions be answered through eConsult?**

A: No, not all patient questions can be answered through eConsult. The specialist should have sufficient details about the patient's condition to be able to provide answers to specific questions and give appropriate advice.

**Q: Does my patient require an OHIP billing number for me to submit an eConsult?**

A: No, an OHIP billing number for the patient is not required. Should the patient not have an OHIP billing number or should it be invalid, check the "OHIP number not available" box at the bottom of the Patient Demographics fields and the required OHIP field will no longer need to be completed. The service is always without a cost to the patient.

**Q: Do midwives have restrictions when accessing eConsult on the OTNhub?**

A: Midwives do not have any restrictions and are able to send eConsult questions to all specialists and specialty groups available on the Ontario eConsult service.

**Q: Can midwives leverage delegates to support their eConsult workflows?**

A: Yes, delegate accounts can only be set up as an organizational account and should be set up within the same organization as the clinician. Solo/Individual provider accounts act as their own organization which can host a delegate's account. For more information, see [setting up eConsult delegates](#).

**Q: What information should be included in an eConsult request?**

A: The eConsult request should contain relevant, patient-specific information in sufficient detail for the specialist respondent to provide advice. This includes necessary information about the patient's problem, the clinical question to be answered, patient details, and relevant investigations, treatments, and medication. Any images or attachments should be legible and clearly identify the source and location in the case of photos.

If you have additional questions, please reach out to [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca).