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 timely non-urgent advice from specialists, all within a 7-day timeframe (2 days on average), often eliminating the need for an in-person assessment or transfer of care. The eConsult specialist provides client specific advice about the condition and recommends management. The midwife shares this information with the client in informed choices discussions about the plan of care.

The advice from the specialist may enable the midwife to manage the condition within the midwifery scope of practice or it may identify factors that lead the midwife to recommend to the client an in-person consultation or transfer of care with a local specialist. The midwife must use the usual referral pathway in their community for an in-person consultation or transfer of care.

Q: How do I sign up for eConsult?

A: Midwives interested to send eConsults can complete the 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: 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: Should I create a Private Practice/Solo account or Organizational OTNhub account?

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

- a **Private Practice/Solo account** if you work in multiple locations, change organizations 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. Private Practice/Solo accounts are best suited for senders who will manage the eConsult cases themselves, on the OTNhub platform, from end-to-end: submitting the case, reviewing the specialist advice (& additional correspondence as applicable) and retrieval of the case details, from the OTNhub, back to the client record. It may not be the best choice for midwives in a shared care model, as other midwives will not have access to the information until it is downloaded by the requesting midwife.
- an **Organizational account** if you work in group midwifery practice or interdisciplinary team and wish to associate your account with an organization or have delegate (administrative) support within that organization. The organization owns the agreements and relationship with the OTNhub. Accounts are decommissioned when the sender leaves the organization. Midwife partners who would like to create a new organizational account should complete the new organization sign up form, before registering users to the OTNhub.

You can find additional information in the midwives sign up instructions or contact the eConsultCOE@toh.ca.

Q: Can midwives delegate permission to administrative staff in their MPG to access eConsult and support their workflow?

A: Yes, delegate accounts can be set up to support clinician workflows. A delegate can be set up under an organizational account or to one Private Practice/Solo clinician. Midwives practicing with a coordinated schedule or where shared access is required may prefer to be set up under an organization account. For more information, see setting up eConsult delegates or contact the 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: 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.

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.

Other questions?

If you have additional questions, please reach out to eConsultCOE@toh.ca.

You can also access additional resources by visiting the eConsult Midwives webpage at econsultontario.ca/health-professionals/midwives/.