

Sent on behalf of the Executive Director of the eConsult Centre of Excellence, Dr. Erin Keely

The Ontario eConsult Centre of Excellence would like to provide information regarding your participation in the Ontario eConsult Program (OTN hub and/or Champlain eConsult BASE™ service) while out of province/country. We were recently contacted by a physician who requested clarification from the CMPA on this issue.

Providing an eConsult, even though there is no patient interaction, is considered a duty of care and the same principles apply. While the CMPA will consider providing assistance with a medico-legal problem or legal action initiated in Canada, specialists responding to eConsults, while located outside of Canada should be aware that the CMPA will generally not assist. Thus, clinicians may want to have alternate liability protection or update their availability to respond to eConsults while out of the country.

Specialists who plan to be out of the country and unavailable to answer eConsults are encouraged to change their [out-of-office settings on the OTNhub](#), and/or inform the Champlain eConsult BASE™ team (econsultsupport@healthcareworks.ca) before they leave, to avoid receiving cases that they may not be able to manage.

According to the [OH-OTNhub user agreement](#), providers responding to eConsults should be located within the province of Ontario when providing services that are reimbursed by the Ministry of Health.

For more information about CMPA's *Principles of Assistance for Providing virtual care (including telehealth)* please visit <https://www.cmpa-acpm.ca/en/membership/protection-for-members/principles-of-assistance>.

We truly appreciate that commitment of specialists providing eConsults and understand that this may change some of your availability for the program. If you have any questions or concerns, please reach out to the program at eConsultCOE@toh.ca