



Our Midwife Patient Survey is now Live!



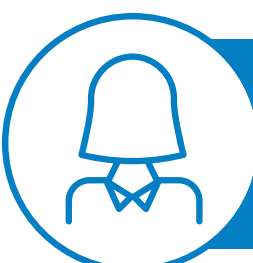
Your patients' valuable insights can shape the future of care.



They will be asked about their **experience** and **acceptability** of the **eConsult** service, after you've provided them with the specialist's recommendations and next steps.



The survey will remain open throughout the evaluation period.



Eligibility: All patients whom you have submitted, or will submit, an eConsult on behalf of are eligible to participate in the survey.



Instructions for Midwives

Step 1 Engage your patient in the decision to initiate an eConsult

- ✓ Describe eConsult (see **Suggested Script**)
- ✓ Share the Patient Pamphlet (<https://tinyurl.com/3tuwauzp>)
- ✓ Submit an eConsult (with permission from patient)

Specialist responds to eConsult and provides recommendations (Within 1 Week)

Step 2 Share the specialist's recommendations with your patient and provide the survey link

- ✓ Share the specialist recommendations and next steps with your patient
- ✓ Provide the survey link or QR code to your patient



<https://tinyurl.com/mr3yza7a>



Suggested Script eConsult & Survey Description

"As part of your care, I recommend that we use a service called eConsult. eConsult is a secure web-based tool that lets me communicate with specialists electronically. I'll enter a question about your care into the system, where it will be sent to an appropriate specialist, in your case a [type of specialist pertaining to patient's case]. This specialist will read my question and get back to me within a week. Their answer may allow me to provide you the care you need myself, which means you won't need to make an appointment with them. It's also possible that the eConsult specialist will make recommendations which would require an in-person consultation with a physician which I can arrange for you in our community. In this case, I'll be able to provide them with specific information about your case, which should make the visit more useful.

The creators of eConsult are conducting a study and would like to survey the patients who've been treated using the service. They're interested in getting your thoughts on the care you received through eConsult, and whether you think it's a good alternative to traditional, face-to-face referrals. This feedback helps them make the service better for patients and clinicians. Since I'm using eConsult to help treat you, you're invited to participate in the study.

If you're interested, I'll send you the link to the anonymous survey once we've gone through the specialist recommendations from the eConsult. The survey should take approximately 10 minutes of your time. Participation is totally voluntary. If you choose not to take part in the study, it won't have any effect on the care you receive from me or anyone else."



For questions or support, contact us at eConsultCOE@toh.ca.