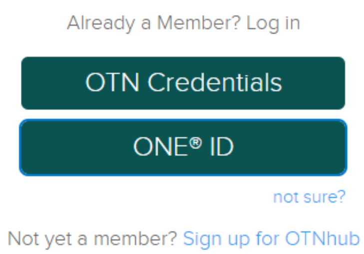
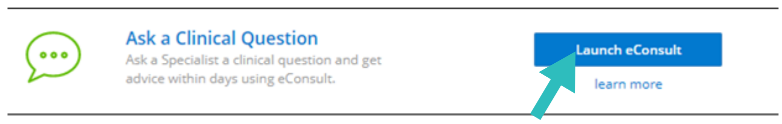
Managing eConsults on the OTNhub

Once the specialist has actioned the case, the requesting clinician will receive an email notification with a direct link to the Case ID to be reviewed on the OTNhub.

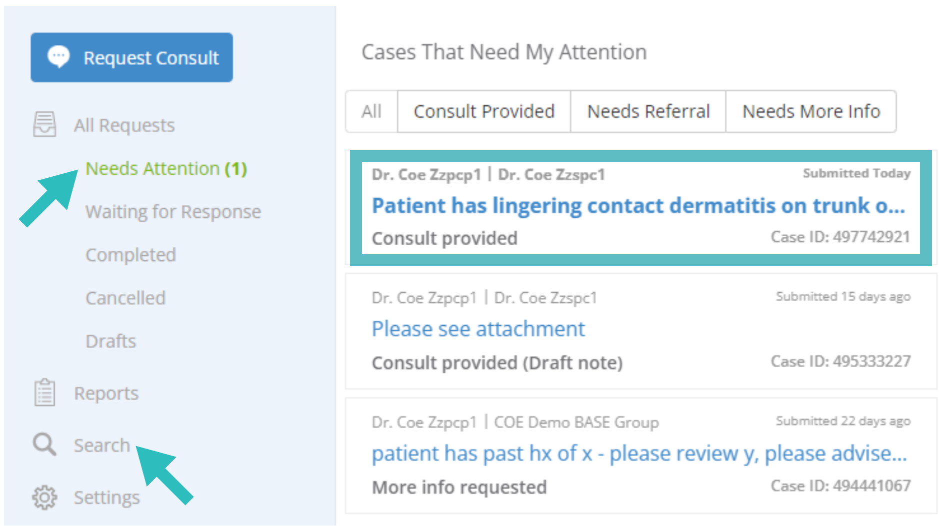
To manage the eConsult case:

1) Sign on to OTNhub.ca with ONEID or OTN Credentials and click on "**Launch eConsult**"





2) Find the unread case in bold in the "**Needs Attention**" folder or Search by the 9-digit Case ID #:



3) Review the response from the specialist and complete one of the following actions, as applicable.

When a specialist has **provided a Consult**, the sender may:

- **Request clarification** and ask the specialist for more information or a follow up question.
- **Complete** the case and provide optional relevant feedback directly to the specialist and/or the eConsult program. This action closes the case & moves it to the "**Completed**" folder, preventing additional notifications, about the case from being sent to both the sender and receiver.

When the specialist has **requested more information**, the sender may:

- **Provide More Info** by adding the requested information to the case, in a timely manner.
- **Cancel** the case if they deem appropriate/support is no longer needed for the patient.

When the specialist **returns the case** back to the sender, the sender may:

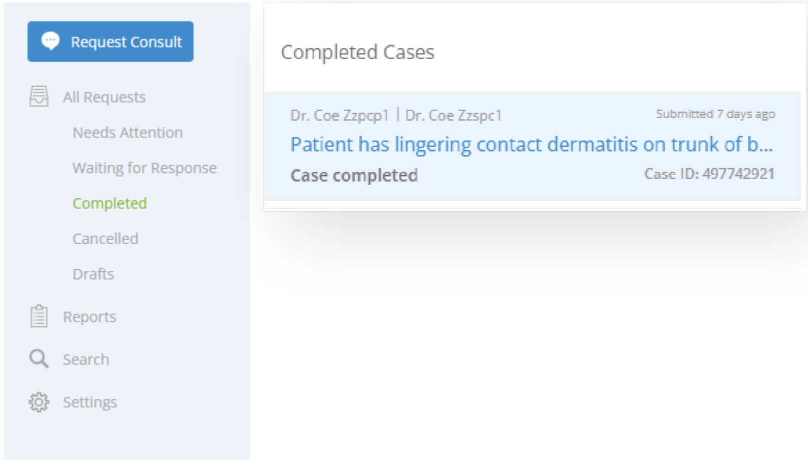
- **Re-direct** the case to another specialist/specialty, if appropriate to do so.
- **Cancel** the case and follow the action recommended, as applicable.

Managing Completed Case Records

It is best practice for a sending clinician (the most responsible provider) to retrieve completed copies of eConsult exchanges and add them to their respective patient/client record or chart (within their EMR).

To complete this process. Clinician senders and/or their delegates may:

1) Access the "**Completed**" folder within eConsult on the OTNhub and click on a case to action it.



a) **Download a complete PDF record** of their exchange using the **PDF** button within the eConsult case to be managed into the patient record or chart. This will save a copy of the exchange locally, to be managed into the record or chart.

b) Highlight and **Copy (Ctrl/Cmmd + C) and Paste (Ctrl/Cmmd + V)** the details of the exchange from the OTNhub, into the patient record or chart.

c) If the sending clinician has HRM® enabled (at their practice location), a completed record may be pushed back to their EMR using the **EMR** button where available. For more information and eligibility and how to sign up, please review the following document regarding HRM® Integration for OTNhub.

Clinicians may wish to leverage the support of a delegate model to complete this process. Review Setting up eConsult Delegates for account set up.

Eligible clinicians can bill OHIP K738 fee code for completed eConsults. For more information about billing, please review the Physician's Guide to Billing OHIP for eConsultations.

IMPORTANT NOTES:

- If patient (client) health information (PHI) was downloaded/saved locally to support with sending an eConsult case, it is best practice to delete this record, once the case has been submitted.

For more information or to get started,
fill out our intake form or contact us eConsultCOE@toh.ca.