eConsult
Ontario eConsult Program

Submit an eConsult to the OTNhub

eConsult is a secure web-based tool that allows clinicians, nurse practitioners & midwives timely access to specialist advice for all patients, often eliminating the need for an in-person specialist visit.

Before You Start:

• To send an eConsult directly to the OTNhub platform, senders must have an **OTNhub account** set up with either **ONEID** or **OTN credentials**. To review eligibility and to get started, please review our Signing Up for an OTNhub Account 1-pager or connect with an eConsult team member by filling out our intake form.
• eConsults can be sent directly to the OTNhub platform by physicians, nurse practitioners, midwives and their delegates to over 135 specialties.
• Senders who wish to include attachments with their eConsult should first select desired patient (client) health information (PHI) from their client chart/record (EMR) and save it locally in PDF format.
• Specialists are expected to respond to eConsults within **7 days**.

Send an eConsult on the OTNhub

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

Already a Member? Log in

OTN Credentials

ONE® ID

not sure?

Not yet a member? Sign up for OTNhub

Ask a Clinical Question
Ask a Specialist a clinical question and get advice within days using eConsult.

Launch eConsult
learn more

2) Select "**Request Consult**" and choose one of two options to send your eConsult case:
   • BASE™ Managed Specialty
   • Specific Provider or Group

Request Consult

*Model ❓
  ⦿ BASE Managed Specialty
  ◯ Specific Provider or Group

*Specialty   Select category...

BASE™ Managed Specialty: access a group of regional or provincial specialists based on specialty. Cases are managed by a case assigner to ensure timely responses of cases.
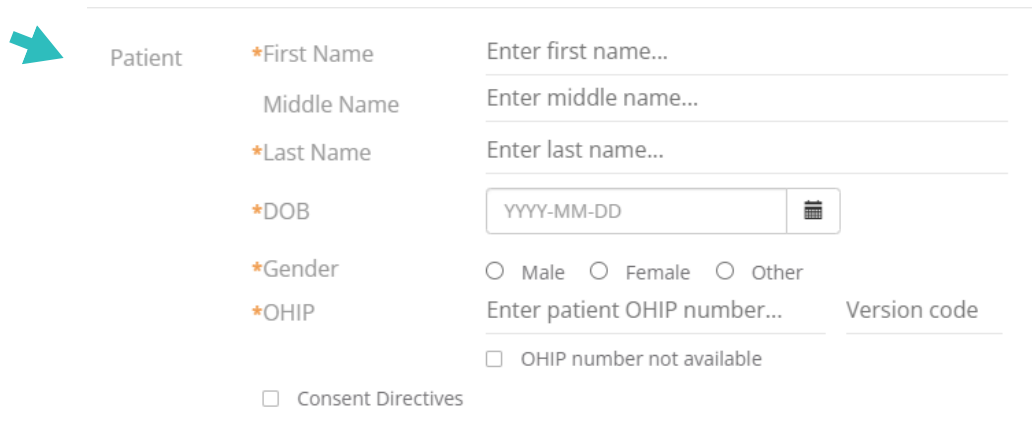
*Model ❓
  ◯ BASE Managed Specialty
  ⦿ Specific Provider or Group

*Recipient   Search for Specialist or Specialty Group...

Specific Provider or Group: access to individual specialists/groups. Search specialist by name to send cases directly to the specialist or group.

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

Complete the eConsult Form on OTNhub

3)   Enter the **Patient** information.
Fields marked with a * are mandatory. If OHIP # is not available, check the "OHIP number not available" box.
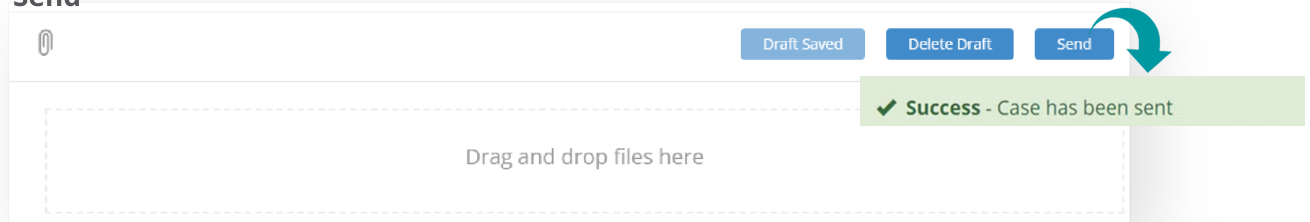
4)   Type the question to the specialist in the "**Request**" field, if this step was not completed in your EMR (and included with your attachments).

5)   **Add attachments** to case.
   ◦ Use the paper clip icon 📎 to search your computer for the desired attachment
   ◦ Drag and drop files to the OTNhub case.

6)   Hit "**Send**"

Once the eConsult is sent, the case will be assigned to a specialist. The specialist is expected to provide a response within **7 days**. Senders will receive an email informing them that their case has been actioned.

Watch our training video on how to send an eConsult on the OTNhub platform.

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.