

Overview of the Ontario eConsult Service

Hosted on the secure-web based OTNhub platform, **Ontario eConsult** is a tool that allows clinicians, nurse practitioners and midwives timely access to specialist advice for patient-specific inquiries and often eliminates the need for an in-person specialist visit.

How Does it Work?

- Registered senders initiate an eConsult either directly on the www.OTNhub.ca web platform or from their EMR.
- Senders will select a specialist from the **BASE™ Managed Group** option or **send directly to a specific specialist provider or group**.
- Cases should be sent for **non-urgent** patient specific inquiries.
- Cases often include reports or images (**patient health information** - PHI) that will assist the specialist in providing guidance and support to the requesting sender.
- Specialists are expected to respond to eConsult cases within **7 days**.

Why Should I Use eConsult?

- **Get specialist advice** for your patient **fast** - Median Response Interval of 1.0 Days (expected turnaround time is 7 days)
- Obtain helpful and/or **educational advice** to guide ongoing evaluation or management of your patient.
- Get **high-quality advice** on clinical questions (e.g. diagnosis, management, drug treatment).
- Opportunity to inform clinical decision making; **reduce the need for an in-person referral**.
- Foster **improved collaboration** between clinicians through correspondence (via the OTNhub).
- Gain **access to a province-wide network** of over 135 specialties with the BASE™ managed option.

What Should I Include in my eConsult?

- Patient specific, non-urgent clinical question(s) to the specialist
- Relevant and appropriate clinical details (including patient chart information, reports, past investigations/treatments) to support the clinical question.
- Check out our [Best Practice Guidelines](#) for more information!

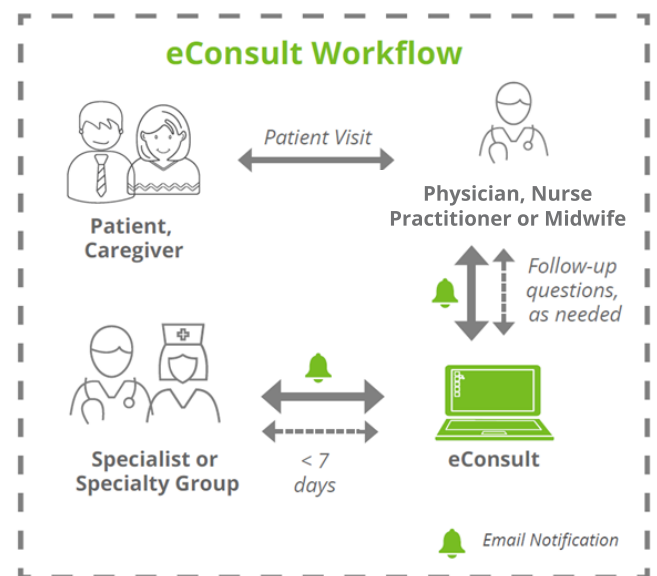
How Much Does it Cost?

- There is no cost to register for and use the Ontario eConsult service.
- Eligible senders may bill the K738 (out-of-basket) OHIP billing code.
- [OMA Quick Reference Guide to OHIP Payments for E-Consultation Services for Referring Physicians \(K738\)](#).

What Do I Need to Use it?

- ONEID or OTN Credentials
- OTNhub account (Solo/Private Practice or Organization)
- Access to a compatible web-browser
- For more information on sending options & eligibility, see [How do I Send my eConsult Case](#)

View our [Sign-Up](#) page or fill out our [intake form](#) to get started.



eConsult Case Example:

Patient with depression who has completed multiple anti-depressant trials but continues to have avolition, low energy, excessive sleepiness, low self-image and craving for sweets. PCP requests suggestions from the specialist regarding altering her medication treatment.

BASE™ Managed Specialty Groups

- Access a group of regional or provincial specialists based on specialty. Cases are managed by a program case assigner to ensure timely responses of cases.
- Adjust your settings to reflect your regional referral pathways to ensure cases are sent to regional groups of your preference (where available).

Specific Provider or Group Option

- Self-managed specialty groups - send an eConsult to a specific local organization-based group. Members within the self-managed group are responsible for specialist recruitment, group administration and case management.
- Individual specialists - send an eConsult to a specific individual specialist of your choosing.

How Do I send my eConsult Case?

An eConsult case can be initiated the following ways (click [here](#) for more information & additional user guides)

SOLUTION:	DESCRIPTION:	ELIGIBILITY:	ONBOARDING REQUIREMENTS:	INTAKE:
<p>Direct to Web (OTN)</p>	<p>Questions sent by physicians, nurse practitioners, midwives & delegates via OTNhub.ca web platform. PHI & attachments manually added to eConsult case.</p> <p>Advice received via OTNhub.ca web platform.</p>	<p>Available to all eligible MDs, NPs, midwives & their delegates, across Ontario.</p>	<p>MD: Self-serve registration on CPSO portal for ONEID + www.otnhub.ca for OTNhub account (or OH-OTN support for OTN credentials) (can be completed self-serve)</p> <p>NPs, Midwives & Delegates: Complete ONEID registration with LRA (Local Registration Authority) + www.otnhub.ca for OTNhub account (or OH-OTN support for OTN credentials)</p>	<p>eConsultCOE@toh.ca or complete our intake form to be directed to regional team</p>
<p>Ocean to Ontario eConsult</p>	<p>Questions sent by physicians, nurse practitioners & midwives, via Ocean platform, through eligible EMRs, with select PHI and attachments included.</p> <p>Advice received via OTNhub.ca web platform.</p>	<p>Available for existing Ocean eReferral users only (TELUS PS Suite, OscarPRO & Accuro QHR) Eligible to MDs, NPs, Midwives only.</p>	<p>Direct to Web (OTNhub) registration (ONEID or OTN credentials) + Existing Ocean configuration and technical set up</p>	<p>eConsultCOE@toh.ca or complete our intake form to be directed to regional team.</p>
<p>Direct EMR Integration for Ontario eConsult Service</p>	<p>Questions sent by physicians, nurse practitioners & delegates directly within their EMR. Select PHI & chart details pulled directly from EMR to include with eConsult case.</p> <p>Advice received directly within EMR.</p>	<p>Available across Ontario for select EMRs. Visit OntarioMD for up to date list of EMRs. Available to MDs, NPs & their delegates.</p>	<p>Direct to Web (OTNhub) registration (ONEID login required) + OLIS (PKI Certification) + technical set up</p>	<p>support@ontariomd.com</p>
<p>Contextual Launch through viewlet</p>	<p>Questions sent by physicians, nurse practitioners & delegates to OTNhub launched from their EMR. PHI pulled from EMR, attachments manually added to eConsult case.</p> <p>Advice received via OTNhub.ca web platform.</p>	<p>Available across Ontario for select EMRs. Visit OntarioMD for up to date list of EMRs. Available to MDs, NPs & their delegates.</p>	<p>Direct to Web (OTNhub) registration (ONEID login required) + OLIS + DHDR (PKI Certification) + agreements + technical set up</p>	<p>support@ontariomd.com</p>
<p>Champlain eConsult BASE™ <i>The Champlain eConsult BASE™ service operates independently of the Ontario eConsult Service.</i></p>	<p>Questions sent by physicians, nurse practitioners & delegates via healthcareworks.ca platform.</p> <p>Advice received via healthcareworks.ca platform.</p>	<p>Available to all eligible MDs and NPs & their delegates, across Ontario. Primarily used in the Champlain region.</p>	<p>Web login created for access to healthcareworks.ca platform. Completed by Champlain eConsult BASE™ support team.</p>	<p>eConsultSupport@healthcareworks.ca or complete our intake form to be directed to regional team.</p>

See best practices for [Managing eConsult](#) advice from the OTNhub, back into a patient chart or use the [HRM Integration for the OTNhub](#).

To learn more about the Ontario eConsult service, go to www.econsultontario.ca or contact us at eConsultCOE@toh.ca