

You are receiving this newsletter because you have access to the Ontario eConsult Service through your OTNhub account. To access the service [click here](#). *If you are receiving this on behalf of other providers at your clinic, please distribute as appropriate.

The eConsult team aims to continuously improve our program and processes to optimize the user experience for senders and receivers. Please see the following workflow updates and upcoming releases:



OTNhub Enhancements Coming This Fall!

Automation on Overdue eConsult Cases: The following actions will be taken on eConsult cases when a specialist has not provided a response, by Day 8:

- **BASE™ Managed Model:** Cases will be **re-assigned** to another specialist, by a case assigner, on Day 9.
- **Direct-to-Specialist Model:** Cases will be returned to the senders' **"Needs Attention"** folder for action. The sender (or their delegate) will need to **Re-direct** the existing case (including details and attachments) to another specialist/group or **Cancel** the case.
- Note: this does not apply to cases where an initial response has been provided or more information has been requested.

Unlimited Characters in all eConsult Text Fields: Starting this fall, there will be no limits on the number of characters you can use in any text field on the OTNhub.

Changes to Autosave Frequency: Autosaving prevents you from losing your work but can be disruptive by moving the cursor to the end of your note. In response to user feedback, the autosave interval will increase from every 2 seconds to every 30 seconds to minimize interruptions.

Update to OTNhub Workflow for Cases Deemed "Incorrect Specialty"

Occasionally, a specialist **participating in a BASE™ Managed Group** may receive an eConsult and determine that the clinical question is not appropriate for their specialty. In such cases, they may return the case to our team using the **"Incorrect Specialty"** or **"Other"** option. Unfortunately, this can lead to delays of days or even weeks while our team works to redirect the case appropriately.

To ensure prompt management of eConsult cases in these situations, **cases will now be sent directly back to the clinician sender's "Needs Attention"** folder on the OTNhub for action.

Senders will receive an email notification to manage the case. The sender can **Re-direct** the existing case (including details and attachments) to another specialist/group or **Cancel** the case.

For more information, check out our [Quick Guide](#) on how to send and manage an eConsult on the OTNhub!

Family Medicine Now Available as Specialist Receivers

We are excited to announce that Family Medicine Specialists are now available through eConsult on the OTNhub! Specialized Experienced Family Medicine physicians are offering province-wide eConsult coverage for Family Medicine cases, through our new Northern and Rural Family Medicine and our Family Medicine Breastfeeding groups. This may be of particular interest to clinicians who are new to practice or working in northern, rural and/or isolated communities without access to family physician colleagues.



Providing Feedback to Specialist Colleagues

Would you like to share feedback with the eConsult program or a specialist?

When you click the "Complete" option in OTNHub to close your case, you'll have the opportunity to leave comments for the specialist or provide feedback to the eConsult program. Specialists value constructive feedback as it helps them improve their service. After entering your comments, simply click the blue "Complete" button to capture your feedback and close your case!

For more information, please check out [How to Manage eConsults on the OTNhub](#).



Your Perspective Needed: Expansion of eConsult to Indigenous Care

The eConsult Centre of Excellence, in collaboration with the Indigenous Primary Health Care Council (IPHCC), is looking to improve access to Indigenous led, culturally informed specialist advice for Indigenous peoples via the Ontario eConsult Services on the OTNhub platform. We are seeking your feedback to inform our co-design process.

Please fill out our brief [survey](#) to provide your input on expanding eConsult services to specialists with expertise in Indigenous care.



eConsult Workflow Resources & Support

We have resources available to help build eConsult into your workflow!

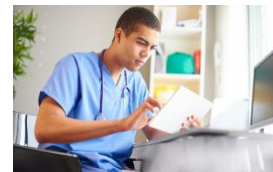
Visit our [website](#) or [connect with a member of our team](#) for personalized assistance, regardless of whether you submit your eConsults directly to www.otnhub.ca, send (through Ocean) directly from your EMR or have the support of a delegate.



New Champlain eConsult BASE™ website

The new and improved Champlain eConsult BASE™ website has been launched and can be accessed through the following URL: <https://www.healthcareworks.ca/eforms/econsult>

If you have any questions, please contact econsultsupport@healthcareworks.ca.



Reminder on How to Send an eConsult

- Watch our [video](#) on how to send an eConsult.
- Set your priority regions on the OTNhub to connect with a specialist, within your region. Regional groups are now available, in most regions. Learn more [here](#).
- Get connected to [over 135 specialties](#), across the province!
- Know a new physician, nurse practitioner or midwife who could benefit from specialist advice on eConsult? Complete our [intake form](#) to be connected with your regional eConsult Deployment Team member for onboarding and training support!
- For program inquiries, fill out our [eConsult inquiry form](#) to connect with a member of the eConsult Centre of Excellence.



[Send an eConsult today!](#)

"This [workflow] removes an enormous amount of friction by eliminating the need to enter a patient's demographic information into a new referral form and brings us closer to a fully integrated product. Accessing eConsult and eReferral [through] Ocean has improved my process for interacting with specialists."

- Dr. Daniel Pepe, Primary Care Clinician, London, ON



The Ontario eConsult Service (accessed on the OTNhub) and the Champlain eConsult BASE™ Service are both key services of Ontario eConsult, which provide provincial and regional eConsult services incorporating both the BASE™ managed specialty and direct-to-specialist models. eConsult, along with eReferral, are two initiatives of the Ontario eServices Program which delivers digital services that support clinical workflows and facilitate smoother transitions in care and an improved patient experience.

For more information on Ontario eConsult, visit www.eConsultOntario.ca.

For more information on the Champlain eConsult BASE™ Service, visit www.ChamplainBASEeConsult.com.

For more information on the Ontario eServices Program, visit www.eServicesProgramOntario.ca.

Do you have any feedback or questions?

Fill out our [eConsult inquiry form](#) or contact us at eConsultCOE@toh.ca



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