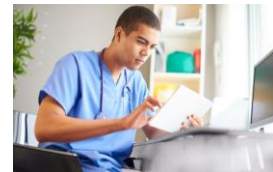


You are receiving this newsletter because you have access to the Ontario eConsult Service through your OTNhub account. To access the service [click here](#). *If you are receiving this on behalf of other providers at your clinic, please distribute as appropriate.

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 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.

Specialists are **encouraged to provide additional comments or details** to support with the management of these cases, as applicable.

For more information, check out our resource on how to [Provide or Return an eConsult](#) on the OTNhub!

Specialists as eConsult Senders

Did you know that as a specialist participating in the Ontario eConsult service you also have access to send requests to your specialist colleagues for eConsult advice?



Roughly 4% of eConsult cases sent to specialists on the OTNhub are sent by other specialists. The most frequently accessed specialty groups by other specialists include dermatology, obstetrics and gynecology, hematology, internal medicine and endocrinology.

Specialists registered to the Ontario eConsult platform already have access to request advice from over [135 specialties](#), across Ontario.

For more information, check out our [Quick Guide](#) on how to send and manage an eConsult on the OTNhub or [connect with a member of our team](#) for personalized workflow assistance!

Family Medicine Now Available as eConsult 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.



eConsult Specialist Remuneration Schedule

eConsult remuneration is released to specialists on a quarterly basis. Payment will be made for all eConsults completed within the quarter, along with any past due payments.



eConsult quarterly payments will be released on the following dates:

- October 23, 2024
- January 22, 2025
- April 23, 2025

- July 23, 2025

If you wish to change your payment preference or set up EFT direct deposit, please contact us at econsultadmin@toh.ca.

New BASE™ Managed Specialty Group Recruitment



We are seeking specialists to support the following eConsult BASE™ Managed Specialty Groups, including three newly launched groups:

- *NEW Provincial MAiD BASE Group
- *NEW Provincial Endoscopic Oncology Group
- *NEW Provincial Women's Sexual Health Group
- Provincial Dermatology Group

Please [email](#) us or fill out our [intake form](#) if you or a colleague are interested in joining any of the above Provincial BASE™ Managed Groups.

Ontario eServices Program Evaluation Summary Report



Discover how our program is working to transform healthcare delivery in Ontario. The [2023-24 Ontario eServices Program Evaluation Summary Report](#) is now available, providing a highlight of the evaluation activities of our services for the last fiscal year.

Our program evaluation is based on the Quintuple Aim Framework which offers a 5-pronged framework for assessing healthcare and addressing systems-level challenges. This includes: Better Population Health, Improved Patient Experience, Equity of Access, Improved Provider Experience, and Lower Costs.

Helpful Resources & Support for eConsult Specialists

To pause receiving eConsult cases, change your eConsult [availability](#) or adjust your [preferred case maximums](#) through your OTNhub eConsult Service Settings.



To update your eConsult Directory Profile on the OTNhub please see our eConsult [Tips and Tricks for Specialists to Promote Use of eConsult](#).

Visit our [website](#) or [connect with a member of our team](#) for personalized assistance with managing your eConsults!

For any feedback or questions about our service, fill out our [eConsult](#)

[inquiry form](#). You may also contact us at eConsultCOE@toh.ca for more information on eConsult.

"This reply was a great example of how eConsult can help patient care and primary care physicians to avoid unnecessary referrals or interventions. The definitive reply from this specialist was very effective for assisting with management and much appreciated."

Dr. Julian Kho, Primary Care Provider



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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