

# EPIC to OTNhub eConsult Single Sign On User Guide

## About

OTNhub [eConsult](#) is a secure web-based tool that allows physicians, nurse practitioners or midwives timely access to specialist advice for all patients and often eliminates the need for an in-person specialist visit.

## Purpose

Allows applicable eligible users to launch OTNhub eConsult directly from EPIC using single sign-on, reducing steps and eliminating the need for a separate login to the OTNhub eConsult login after first use.

Users accessing eConsult outside of EPIC will continue to log in using the standard OTNhub sign-in process at [www.otnhub.ca](http://www.otnhub.ca).

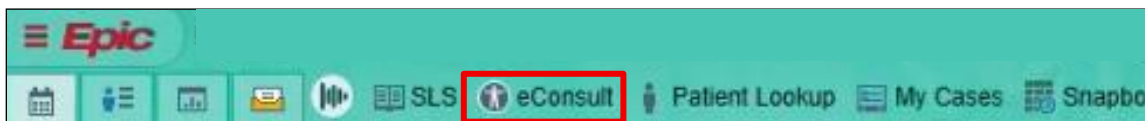
## Who is this for

Staff Physicians, Nurse Practitioners, and Midwives using The Ottawa Hospital (Atlas Alliance) EPIC with an active OTNhub eConsult account (using ONE®ID or OTN Credentials for sign in).

## Setup (One Time Only)

### In EPIC

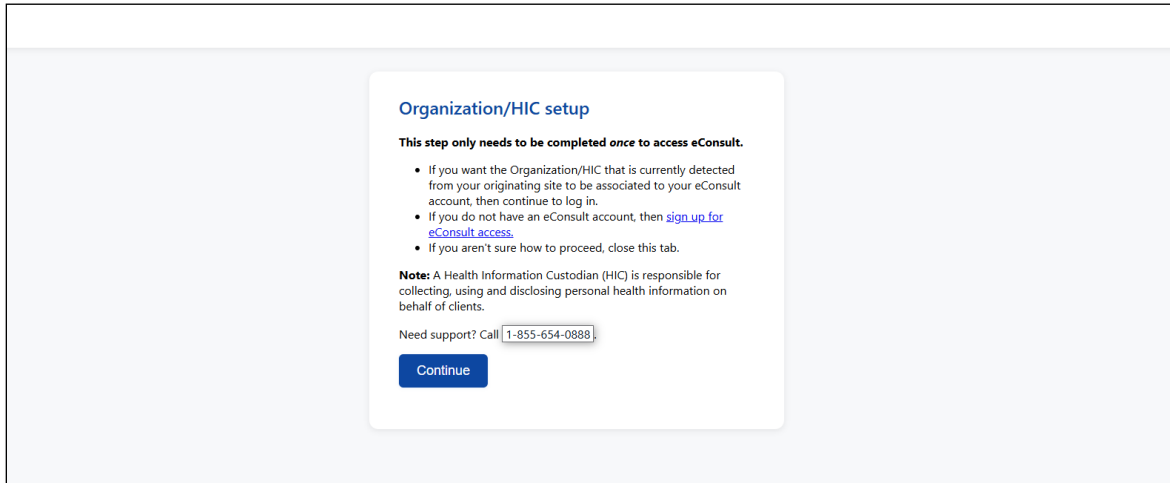
1. Log into EPIC
2. Sign in using your EPIC username and password
3. Select **role**
4. Select  eConsult button from the toolbar



Every toolbar may look different, please see FAQ to learn how to manage your toolbar.

## In your Default Browser

5. Your default browser will open a new window

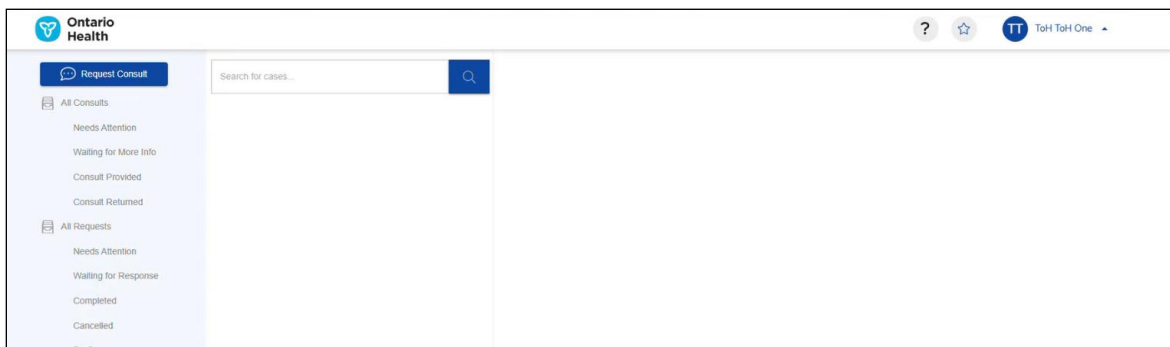


6. Log in using your preferred credentials (either ONE®ID or OTN Credentials).

⚠ Once linked, you will not be prompted again. You can link only one account. ONE®ID and OTN Credentials are separate accounts – each with separate logins – to support cases across different practice locations. If you link the incorrect account, contact [OH\\_OTN\\_TECHSUPPORT@ontariohealth.ca](mailto:OH_OTN_TECHSUPPORT@ontariohealth.ca).



7. You will be logged into OTNhub eConsult service



## Everyday Use

1. Log into EPIC
2. Click the “eConsult” button
3. You will be taken directly to OTNhub eConsult in your default browser.

### Shared Computers:

Please ensure that you are logging out of your sessions once you are finished:

- 
- Log out of EPIC, and
  - Log out of OTNhub eConsult by using the “Sign out” button located in the User Panel OR close your default browser (including all tabs)

# Frequently Asked Questions (FAQs)

## Who is eligible to use this feature?

Only physicians, nurse practitioners, and midwives with an active OTNhub account for the Ontario eConsult service are eligible to use the EPIC to Ontario eConsult single-sign on feature.

Delegates, administrators, and case assigners will continue to access Ontario eConsult using their existing sign-in workflow.

## How do I register for OTNhub eConsult?

Clinicians must have a ONE®ID and an OTNhub account to access the Ontario eConsult Service (OTNhub eConsult). OTN credentials are created where secondary, separate access is required.

If you have an existing ONE®ID, you may be eligible for same day access! Check out our resource on [how to sign up for an OTNhub account](#) or visit the OTNhub sign up page at [www.otnhub.ca](http://www.otnhub.ca) to register.

Physicians without a ONE®ID, may register for one through the CPSO Member Portal.

Nurse Practitioners or Midwives or those requiring assistance with ONE®ID may email [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca).

Users must link the EPIC eConsult button to an active OTNhub account.

## Do ONE®ID and OTN accounts access the same cases on OTNhub eConsult service? Can I access both accounts using this feature?

No, ONE®ID and OTN credential user accounts are two separate user accounts. Some providers may have both.

You cannot access cases in your ONE®ID account using your OTN credentials account and vice-versa so be mindful when selecting an account to link.

This feature may be only linked to one account.

## What is OTNhub eConsult versus Champlain eConsult BASE™?

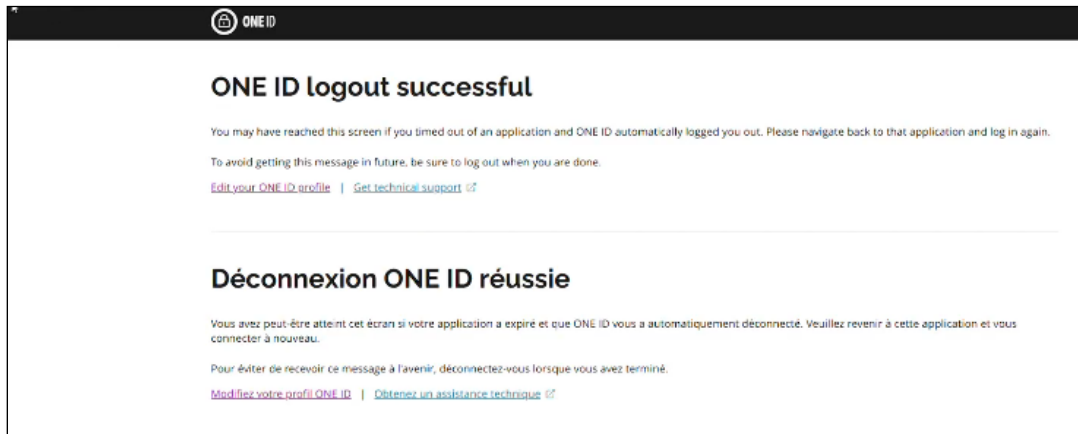
The Ontario eConsult service provides access to eConsult across the province. The Champlain eConsult BASE™ service operates independently of the Ontario eConsult Service on the OTNhub primarily serving clinicians within the Champlain region.

The eConsult button in EPIC is only connected to the OTNhub Ontario eConsult Service on OTNhub.

## Is this related to the Triage Referrals to eConsult (TReC) workflow?

No, TReC is a workflow that allows referrals to be triaged to advice or advice and appointment. They are triage options available in the Referral Module within EPIC for departments that are participating in the program.

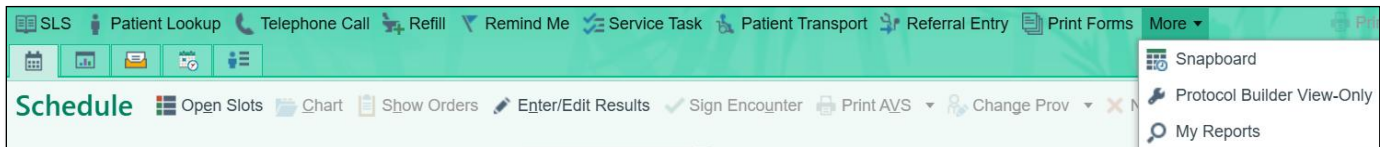
When I first log into OTNhub eConsult from EPIC using a ONE®ID, it displays “Logging you out of ONE®ID. Please wait.” What do I do?



This occurs when the user does not log out of OTNhub eConsult from their last sign in. Please sign into your ONE®ID again on the same page. Once you link your EPIC account to your ONE®ID account, this should not happen again when you log in through EPIC the next time.

## How do I modify the eConsult button visibility in EPIC?

If you would like to show or hide the  button in your EPIC toolbar, click the **More** button.



A drop-down menu will appear with the button options available to you. Drag and drop the  either to your toolbar or drag it under the “More” list to hide it. If you drag the button into the Trash, it will disappear from both the toolbar and the “More” list. Right click “More” to remove items from the trash or to reset your toolbar to the default.



If the eConsult button is not available, create a ServiceNow ticket requesting access.

## How do I see which OTNhub eConsult account I linked to EPIC?

When you log in, select the User Panel drop down and the account from the drop down should say “Ottawa Hospital”.



## I chose the wrong OTNhub eConsult account. How can I fix this?

Contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or [OH\\_OTN\\_TECHSUPPORT@ontariohealth.ca](mailto:OH_OTN_TECHSUPPORT@ontariohealth.ca).

Once confirmation that both accounts are unlinked, you will need to link your EPIC account to the correct OTNhub eConsult account, following the setup steps.

### Will patient information be shared between systems?

No, currently patient health information will not be shared between EPIC and the OTNhub eConsult Service.

### My cases are not visible on OTNhub eConsult after I logged in. How can I fix this?

Please try clearing your cache in your default browser. If this does not work, please contact OTNhub technical support either by calling 1-855-654-0888 (option 2) or emailing [OH\\_OTN\\_TECHSUPPORT@ontariohealth.ca](mailto:OH_OTN_TECHSUPPORT@ontariohealth.ca)

### Will I get EPIC InBasket messages about OTNhub eConsult cases?

No, OTNhub eConsult case or notification information is not communicated back into EPIC.

### What happens if I change my EPIC or OTNhub eConsult password?

This does not have an impact and no further actions are required.

### Where are the OTNhub eConsult settings when using this workflow?

To access your eConsult settings (i.e. to set your availability), you will need to login to OTNhub eConsult ([www.otnhub.ca](http://www.otnhub.ca)). Settings functionality will be available soon as we improve this workflow.

# Contact Us

## For EPIC Questions

*(EPIC credentials, permissions and toolbar access, Citrix issues)*

Call TOH IT Service Desk at (613)761-4357 or create a ServiceNow ticket

## For OTNhub eConsult Questions

*(eConsult technical support, OTNhub or ONE®ID account credentials issues)*

Contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or [OH\\_OTN\\_TECHSUPPORT@ontariohealth.ca](mailto:OH_OTN_TECHSUPPORT@ontariohealth.ca)

## For eConsult Questions

*(Feedback, creating an eConsult account, remuneration, unsure who to contact)*

Contact [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca)



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