

EMR eConsult 1.0

Requirements

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1. INTRODUCTION

1.1 Overview

This document provides the information necessary to integrate the Provincial eConsult Service into an EMR Offering to meet the functional and non-functional requirements.

1.2 EMR Specification Scope

1.2.1 In Scope

- Functional and non-functional requirements to implement the eConsult EHR service within an EMR Offering.

1.2.2 Out of Scope

- Business processes to onboard EMR Offerings and users to connect to the Provincial eConsult Service.
- Information relating to accessing eConsult outside the EMR Offering.

1.2.3 Prerequisites

To streamline the user experience, maintain security and safeguard privacy, an EMR Offering must adhere to the [EMR EHR Connectivity Specification](#) before connecting to the Provincial eConsult Service.

1.3 Related Documents and References

The following table lists all documents related to, or referenced within this document.

Document Name	Version	Date
eConsult HL7 FHIR Implementation Guide (Ontario Telemedicine Network, 2018)	1.96	2018-05-01
eConsult EMR Integration API Requirements (Ontario Telemedicine Network, 2018)	1.1	2018-04-10

2. EMR ECONSULT REQUIREMENTS

Any requirement within this section that is applicable to a referrer is equally applicable to a referrer's delegate. Similarly, any requirement applicable to a respondent is equally applicable to a respondent's delegate.

OMD#: Unique identifier that identifies each requirement statement.

APPLICABLE TO: Identifies the eConsult user(s) to whom the requirement is applicable.

CONFORMANCE LANGUAGE

Conformance verbs are used in this document are defined as follows:

- **SHALL/MUST:** Required/Mandatory
- **SHOULD:** Best practice/Recommendation
- **MAY:** Acceptable/Permitted

3. MANAGE ECONSULT

This section defines EMR Offering requirements to manage eConsults from a patient record and to manage all eConsults associated to the eConsult user. Detailed EMR Offering requirements related to the create, view, search, print, and update eConsult features are provided in subsequent sections of this document.

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS01.01	The EMR user MUST be able to manage eConsults from within the patient record.	<p>The EMR user MUST be able to perform the following actions, specifically from within the patient record. (Each action is described in more detail in subsequent sections within this document).</p> <ul style="list-style-type: none"> a) Create a new eConsult. Refer to section 4 b) view all eConsults associated to that patient. Refer to section 5. c) Search for eConsult(s). Refer to section 6. d) Print an eConsult. Refer to section 7. e) Associate/Disassociate an eConsult to a patient rostered within the EMR. Refer to section 8. f) Update an eConsult. Refer to section 9. <p>Any change to an eConsult MUST be reflected within the patient record.</p>	Referrer, Respondent
ECS01.02	The EMR user MUST be able to manage all eConsults associated to an eConsult user (referrer, or respondent).	<p>The EMR user MUST be able to perform the following actions.</p> <ul style="list-style-type: none"> a) Create a new eConsult. Refer to section 4. b) View all eConsults associated to them. Refer to section 5. c) Search for eConsult(s). Refer to section 6. d) Print an eConsult. Refer to section 7 e) Associate/Disassociate eConsult to a patient rostered within the EMR Offering. Refer to section 8. f) Update an eConsult. Refer to section 9. <p>Every eConsult change MUST be updated in the list of eConsults</p>	Referrer, Respondent
ECS01.03	The EMR Offering MUST persist eConsult metadata for eConsults associated to the patient record.	<p>The EMR Offering MUST maintain the following metadata relating to eConsults:</p> <ul style="list-style-type: none"> a) eConsult ID b) referrer c) respondent d) create date 	Referrer, Respondent

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		e) title eConsult metadata SHALL persist in an EMR Offering only when associated to a patient record. For more information on the ability to associate an eConsult to a patient record, refer to section 8.	

4. CREATE ECONSULT

eConsult users request electronic consultation from a specific specialist or a specialty group. This section defines EMR requirements for creation of an eConsult including all features available to a referrer during eConsult creations such as ability to attach files, manage draft (e.g., save, edit, delete), and assign eConsult to a specialist or specialty group.

The use case model below depicts the create eConsult feature.

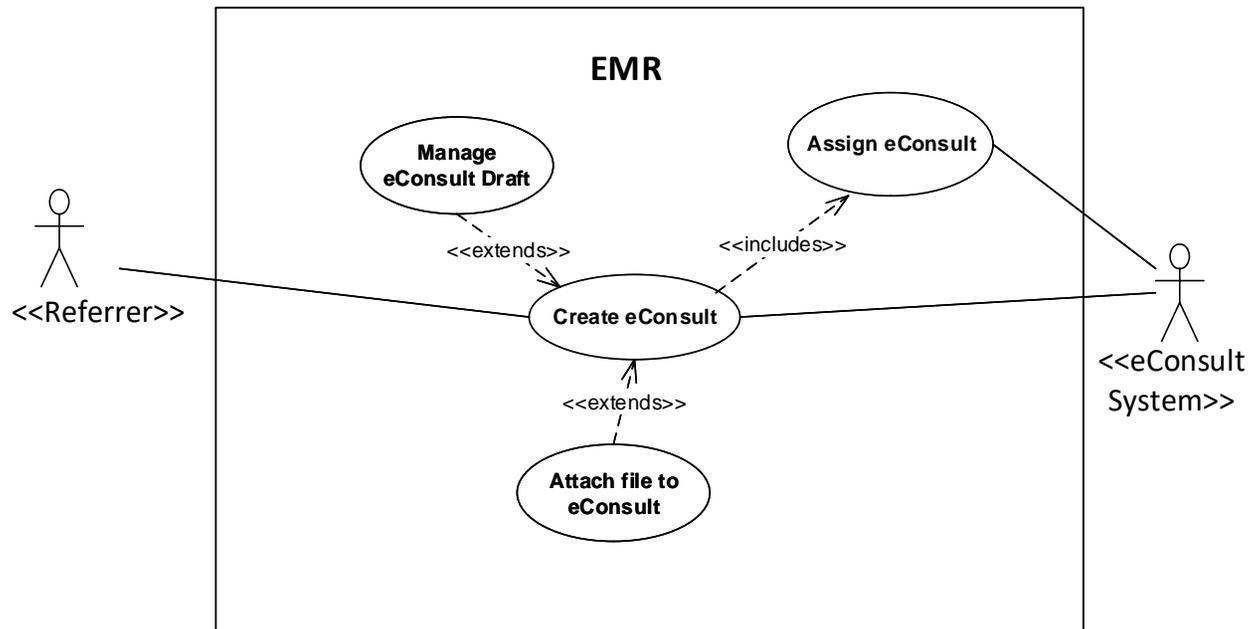


Figure 1 - Create eConsult Use Case Model

4.1 Create Consult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS02.01	The EMR Offering MUST be able to create a new eConsult request.	<p>The EMR Offering MUST allow entry of the following eConsult data in order to create a new eConsult:</p> <ul style="list-style-type: none"> a) referrer information b) specialty selection c) patient information d) request details e) optional attachments <p>The EMR user MUST be able to submit an eConsult only if all mandatory fields are provided. For more information on mandatory fields, refer to requirements ECS02.02, ECS02.03, ECS02.04, and ECS02.06.</p> <p>Upon selecting the submit eConsult option, all eConsult information entered in the sections MUST be submitted to the Provincial eConsult Service. Refer to the “Consult API - Create Case” in the eConsult EMR Integration API Requirements.</p> <p>Once the eConsult is successfully submitted, all the information will not be editable (by the referrer nor respondent). However, both the referrer and respondent can add additional notes. Refer to section 8. for more details.</p> <p>Upon successful eConsult submission, the Provincial eConsult Service will assign, and return a unique eConsult ID to the EMR Offering. For more information, refer to the “Consult API- Create Case” in the eConsult EMR Integration API Requirements.</p> <p>Note: This requirement MUST NOT be applicable to respondents – creating an eConsult is only a function permitted by a referrer (and their delegate).</p>	Referrer
ECS02.02	Referrer information MUST include the required set of information.	<p>The following set of referrer information MUST be maintained:</p> <ul style="list-style-type: none"> a) first name b) last name <p>Referrer information MUST be automatically prepopulated by the EMR Offering, and not editable within the eConsult creation form.</p>	N/A

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS02.03	The specialist information section MUST include the required set of information.	<p>The following set of specialist information MUST be included:</p> <ul style="list-style-type: none"> a) salutation b) first name c) last name d) specialty e) city f) address g) organization <p>Specialist information MUST be automatically populated from information provided by the specialist search results. For more information on how to search and select a specialist or a specialty group in the form for eConsult creation, refer to section 4 for more information.</p>	Referrer
ECS02.04	The patient information section MUST include the required set of information.	<p>The following set of patient information MUST be maintained:</p> <ul style="list-style-type: none"> a) first name b) middle name (if available) c) last name d) date of birth e) gender f) Health Card Number (HCN) g) HCN Version Code (if available) h) Indicator that HCN is not available <p>All provided fields, except middle name, are mandatory.</p> <p>Validation of HCN and date of birth MUST be performed by the EMR Offering.</p> <p>Patient information MUST be automatically prepopulated (if available).</p> <p>If the HCN is not available:</p> <ul style="list-style-type: none"> • HCN and Version code are not mandatory; and • The user may enter another insurer number or 'N/A' to indicate that neither Health Card Number nor insurer information is available. 	Referrer

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS02.05	The EMR Offering MUST provide functionality to easily include existing patient record data within the EMR Offering to an eConsult.	<p>The EMR user MUST be able to integrate clinical data from the patient record (e.g., lab results, progress notes, consultation notes, diagnostic images) as selected by the referrer.</p> <p>Any consult generated with integrated clinical data MUST be saved in its generated form. (e.g., viewing a letter will display the letter's content at the time it was generated, rather than displaying the source data from the patient record).</p>	Referrer
ECS02.06	The "request details" section of an eConsult creation form MUST be free-form text.	<p>The request details section is mandatory and therefore the EMR user MUST enter data in the title and notes fields.</p> <p>The section MUST display the entire referrer-respondent conversation correspondence history.</p> <p>All additional note entries MUST be logged with date and time stamp, action and the name of the respondent, referrer or delegate depending on who created the entry. The entries MUST be displayed in the eConsult form.</p>	Referrer
ECS02.07	The EMR Offering MUST provide the ability to cancel the creation of a new eConsult.	<p>The EMR user MUST be able to cancel creation of an eConsult at any point before it is submitted.</p> <p>Any stored copies of the eConsult draft within the EMR Offering MUST also be deleted when an eConsult is cancelled.</p>	Referrer

4.2 Assign eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS02.08	The EMR user MUST be able to search the Provincial eConsult Service's directory of provisioned specialists and specialty groups when selecting a respondent during the creation of an eConsult.	<p>The form for eConsult creation MUST have a search function that enables an EMR user to search for a specialist or a specialty group. A key word search MUST be supported.</p> <p>The EMR Offering MUST provide an alternative "Advanced Search" for specialist/specialty groups by the following characteristics in the specialist/specialty group profile (where applicable):</p> <ul style="list-style-type: none"> • first name • last name • specialty • sub-specialty • special interest 	Referrer

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		<ul style="list-style-type: none"> • city • Local Health Integration Network (LHIN) # <ol style="list-style-type: none"> a) When the EMR user initiates the keyword or advanced search, the appropriate eConsult API MUST be invoked. For details, refer to the “Search Recipient API -- Create Case” in the eConsult EMR Integration API Requirements. b) Search results that match the key words entered or advanced search criteria MUST be presented to the EMR user with specialist/group availability. c) The EMR user MUST be able to select a specialist or specialist group from the search results. d) For data set that will be returned in search results refer to the “Search API - Search Recipient” in the eConsult EMR Integration API Requirements. e) If a specialty group is selected, the eConsult will be assigned to a responder by an assigner from the Provincial eConsult Service. 	

4.3 Attach File to eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS02.09	The EMR user MUST be able to attach files to an eConsult.	<p>The EMR user MUST be able to attach supported files to an eConsult. Refer to Appendix A – eConsult File Attachments for allowable actions for applicable eConsult states and the file upload service.</p> <p>Upon submitting an eConsult that contains an attachment, the appropriate API MUST be invoked. For details, refer to “Document API - Upload File” in the eConsult EMR Integration API Requirements. For supported file formats, refer to eConsult File Attachments of this document. Once an eConsult is submitted, attachments are MUST NOT be editable (e.g., modified or deleted).</p> <p>The EMR Offering MUST NOT limit the number of files attached per eConsult. The maximum supported file size is 500 MB per file.</p>	Referrer, Respondent

4.4 eConsult Draft

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS02.10	The EMR Offering MUST be able to save an eConsult in a draft state.	<p>The EMR user MUST have the ability to create and save the eConsult draft within the EMR Offering.</p> <p>Note: eConsult drafts MUST be maintained within the EMR Offering and not saved within the Provincial eConsult Service (until the eConsult is submitted).</p> <p>Any EMR user authorized to view a patient record MUST be able to view draft eConsults for that patient.</p> <p>EMR users authorized to edit the patient record MUST be able to edit draft eConsults if they are a delegate of the referrer that created the draft eConsult.</p>	Referrer, Respondent
ECS02.11	The EMR user MUST be able to delete the eConsult draft.	Upon successful deletion, eConsult MUST be removed from the EMR Offering.	Referrer, Respondent
ECS02.12	The EMR user MUST be able to edit the eConsult draft.	The EMR user MUST be able to retrieve the draft eConsult, continue editing and submit it once all mandatory fields are provided.	Referrer, Respondent
ECS02.13	The EMR user MUST be able to submit eConsult draft.	<p>Once the eConsult draft is successfully submitted, “Consult API - Create Case” web-service MUST be invoked. For more details, refer to the eConsult EMR Integration API Requirements.</p> <p>Once successfully submitted, the eConsult draft MUST be removed.</p>	Referrer, Respondent

5. VIEW ECONSULT

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS03.01	The EMR user MUST be able to view all eConsults associated to that EMR user, or a specific patient.	<p>The EMR Offering MUST present all eConsults associated to the EMR user or selected patient upon user’s request, and display the following data:</p> <ul style="list-style-type: none"> • patient name • referrer name • specialist name • eConsult status • eConsult submission date • eConsult subject <p>Requiring the EMR user to place their cursor (hover) over an eConsult to display this data DOES NOT satisfy this requirement.</p> <p>The most recent data for an eConsult MUST be displayed when viewed. Upon opening a specific eConsult to display, the “Consult API - Get Case Details” web service MUST be invoked.</p> <p>For more details on how to retrieve eConsults, refer to “Consult API - Get Cases (Referrer)” and “Consult API - Get Cases (Specialist)” in the eConsult EMR Integration API Requirements.</p>	Referrer, Respondent
ECS03.02	The EMR Offering MUST be able to display all supported eConsult attachments.	<p>The EMR Offering MUST be able to open any attachments associated to an eConsult upon viewing the eConsult details. For details, refer to “Document API - Download File” in the eConsult EMR Integration API Requirements.</p> <p>For a list of supported file formats, refer to Appendix A – eConsult File Attachments within this document.</p>	Referrer, Respondent
ECS03.03	The EMR Offering MUST provide the ability to easily save a copy of a completed eConsult to the associated patient record within the EMR Offering.	<p>The ability to save a completed eConsult MUST be integrated within the EMR Offering and require minimal steps. For example, requiring the EMR user to manually print the eConsult to PDF, save the PDF to a file storage location, and then attach the PDF from that storage location to the patient record is not an acceptable solution.</p> <p>Saving completed eConsults as either discrete data with attachments, or as a single attachment (e.g., a PDF file) are both acceptable options, provided all details contained within the eConsult are saved.</p>	Referrer, Respondent

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		Any other EMR user(s) with authorized access to this patient’s record within the EMR Offering SHALL be able to view the saved eConsult.	
ECS03.04	The EMR Offering MUST support sorting of a list of eConsults.	<p>The EMR Offering MUST allow an EMR user to be able to order the list of eConsults by any one of the following criteria:</p> <ul style="list-style-type: none"> • patient name • referrer name • specialist name • eConsult status • eConsult submission date • eConsult subject 	Referrer, Respondent
ECS03.05	The EMR Offering MUST support filtering of a list of eConsults.	<p>The EMR Offering MUST allow an EMR user to be able to filter the list of eConsults, including any combination of the following criteria:</p> <ul style="list-style-type: none"> • patient name • referrer name • specialist name • eConsult status • eConsult submission date 	Referrer, Respondent
ECS03.06	The EMR user MUST be able to view a list of eConsults that require action from the eConsult user.	The EMR Offering MUST display a list of eConsults that have changed state and therefore require action by the EMR user. For details, please refer to the “Consult API - Get Cases (referrer)” and “Consult API - Get Cases (specialist)” in the eConsult EMR Integration API Requirements .	Referrer, Respondent
ECS03.07	The EMR Offering MUST provide the most current available information when displaying an eConsult, or list of eConsults.	<p>The EMR Offering MUST refresh the most current state of an eConsult for display. Similarly, the most current result MUST be displayed when providing a list of relevant eConsults.</p> <p>It is acceptable to refresh an eConsult, or list of eConsults through either a manual process (e.g., when an EMR user drills down on a specific eConsult from a list of eConsults), or an automated process (e.g., a refresh occurring at a configurable, predefined time interval).</p> <p>Note: When refreshing a list of eConsults, the EMR Offering MUST maintain any sort order that may have been set by the EMR user.</p>	Referrer, Respondent
ECS03.08	The EMR Offering MUST visually distinguish an eConsult that is associated to a patient record.	A visual indicator MUST be presented to an EMR user to clearly identify that an eConsult is associated to a patient record within the EMR Offering.	Referrer, Respondent

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		For more information on ability to associate eConsult with a patient record, refer to section 8 of this document.	

6. SEARCH FOR ECONSULT

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS04.01	The EMR Offering MUST have functionality to search for eConsult(s)	<p>The EMR user MUST be able to search for eConsults by one or more of the following eConsult criteria:</p> <ul style="list-style-type: none"> a) from date b) case state c) referrer d) respondent <p>The EMR Offering MUST provide the list of all current eConsults matching the search criteria, and the ability to display any eConsult in that list, with the most currently available information.</p>	Referrer, Respondent
ECS04.02	The number of search results to display per page MUST be user-configurable.	<p>The maximum number of search results displayed per page that an EMR user can set MUST be limited to 200.</p> <p>Refer to “2.4.2.4 - Pagination” in the eConsult HL7 FHIR Implementation Guide.</p>	Referrer, Respondent
ECS04.03	The EMR Offering MUST indicate the total number of results returned from a search.	<p>Refer to “2.4.2.4 - Pagination” in the eConsult HL7 FHIR Implementation Guide.</p>	Referrer, Respondent

7. PRINT ECONSULT

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS05.01	The EMR Offering MUST provide functionality to print an eConsult.	<p>The EMR Offering MUST include the option to print to any connected printer, or save as a PDF file (print-to-PDF).</p> <p>At minimum, a printed eConsult MUST contain the following information about the eConsult:</p> <ul style="list-style-type: none"> • patient name • patient date of birth 	Referrer, Respondent

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		<ul style="list-style-type: none"> patient gender HCN and Version if available consultation details and transcriptions any included attachments 	

8. ASSOCIATE/DISASSOCIATE ECONSULT WITH PATIENT RECORD

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS06.01	The EMR Offering MUST provide functionality to easily associate an eConsult to an existing EMR patient record.	<p>All eConsults reside on the Provincial eConsult Service. Depending on where the eConsult was originally created (e.g., Portal-based eConsult solution, or by another eConsult user on a different EMR), the eConsult may not necessarily be associated with a patient record within the EMR Offering. When managing eConsults from within the EMR Offering, a capability MUST exist for the user to manually associate an eConsult to an existing patient record within the EMR Offering.</p> <p>Only eConsult metadata MUST exist on the EMR Offering once an eConsult has been associated with an EMR patient record. For more information on metadata, refer to ECS01.03.</p>	Referrer, Respondent
ECS06.02	The EMR user MUST be able to disassociate an eConsult to an existing patient record in the EMR Offering.	<p>Users with access to the patient record MUST be able to remove an eConsult record from the patient chart.</p> <p>Removal of an eConsult MUST be captured in an audit trail following CPSO requirements.</p>	Referrer, Respondent

9. UPDATE ECONSULT

Depending on the eConsult state, different update actions will be available to the eConsult user. This section defines EMR Offering requirements in respect to updating eConsults, including all relevant actions such as re-assign, close, cancel, provide eConsult, request more information, provide more information, provide feedback, add note, attach file and decline eConsult.

The following use case model in Figure 5 below depicts how an eConsult can be updated by a referrer.

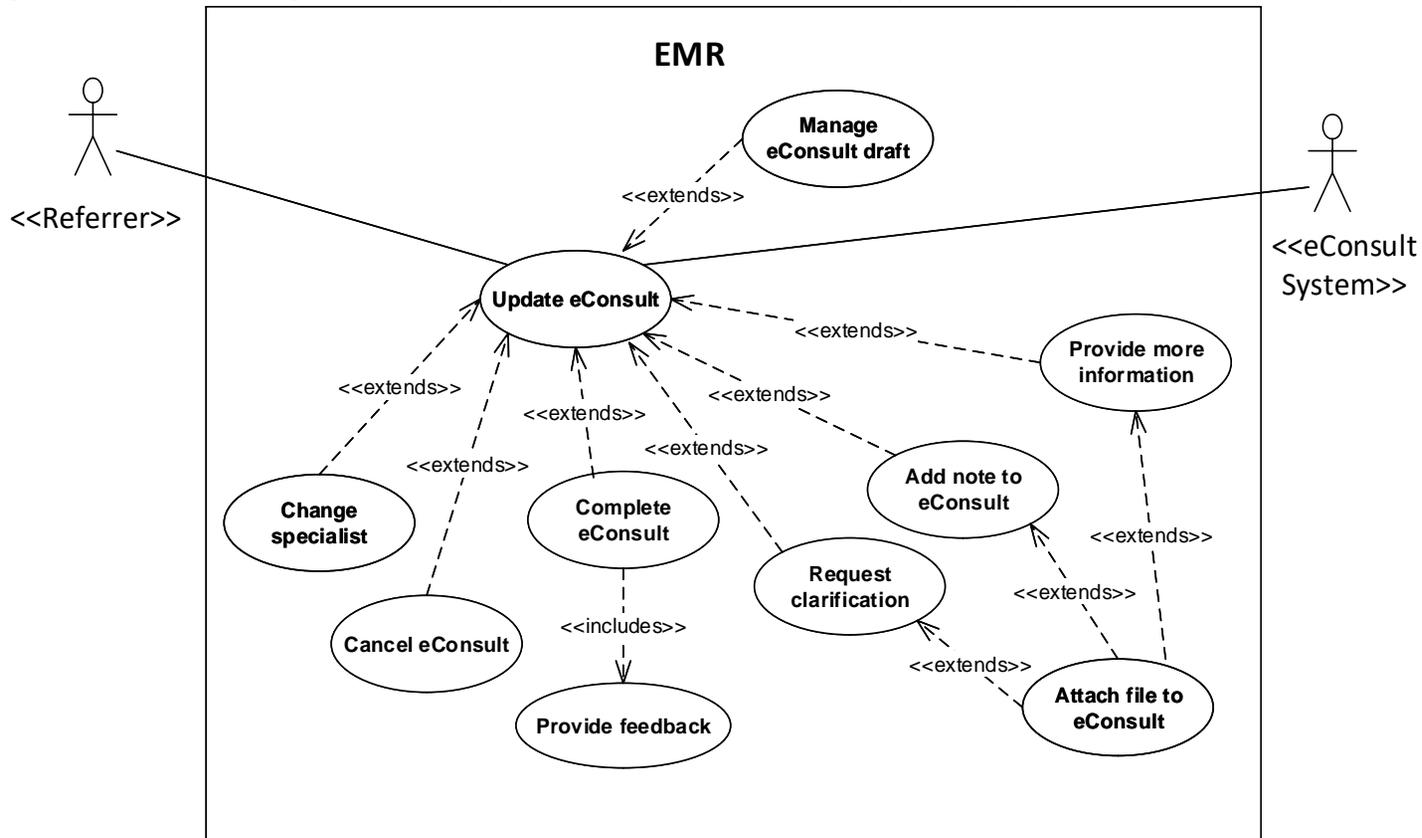


Figure 2 - Update eConsult Use Case Model

Figure 6 below depicts the workflow of updating an eConsult from the referrer's perspective.

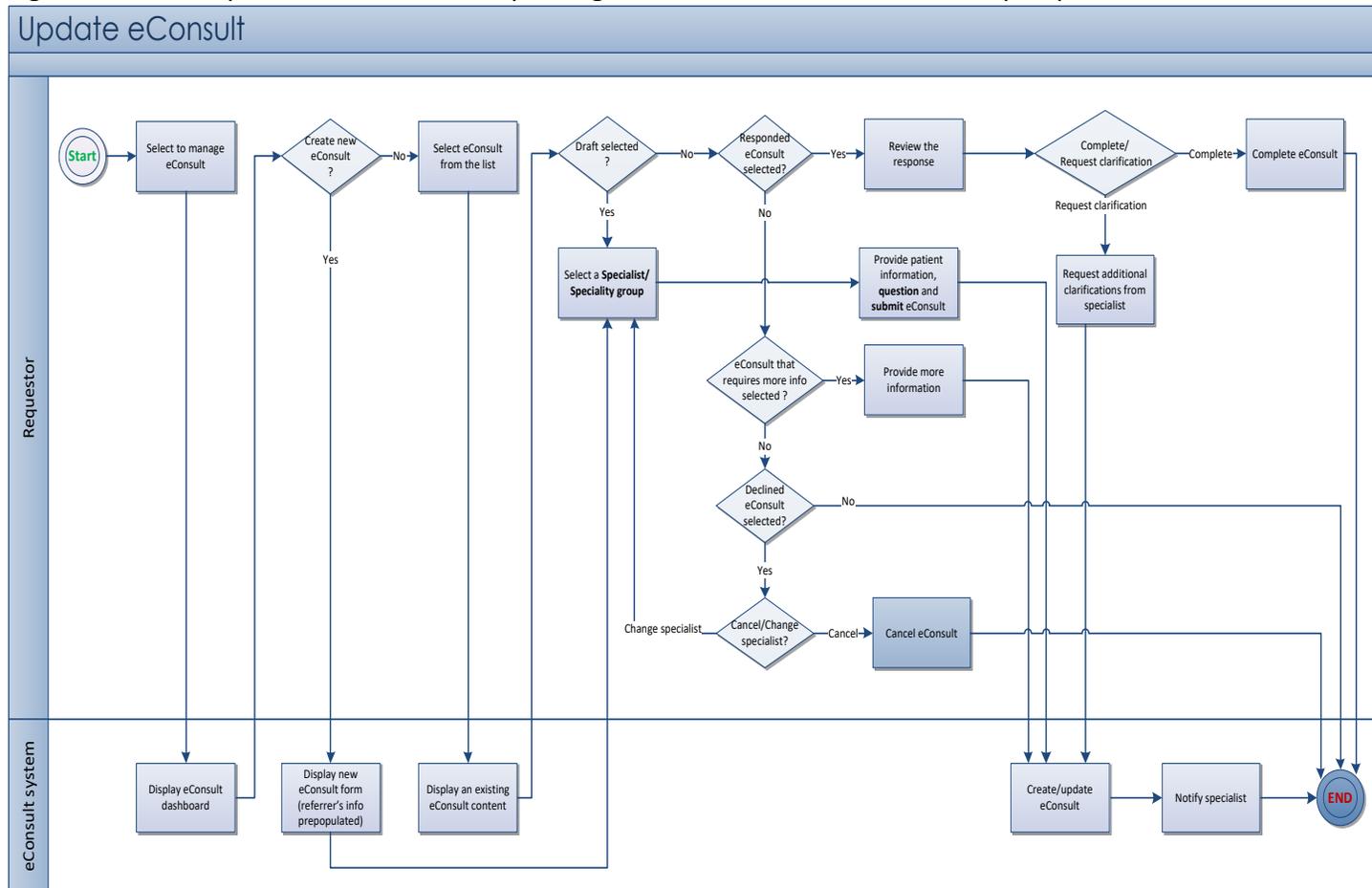


Figure 3 - Update eConsult Workflow

The following use case model in Figure 7 below depicts how an eConsult can be updated by a respondent.

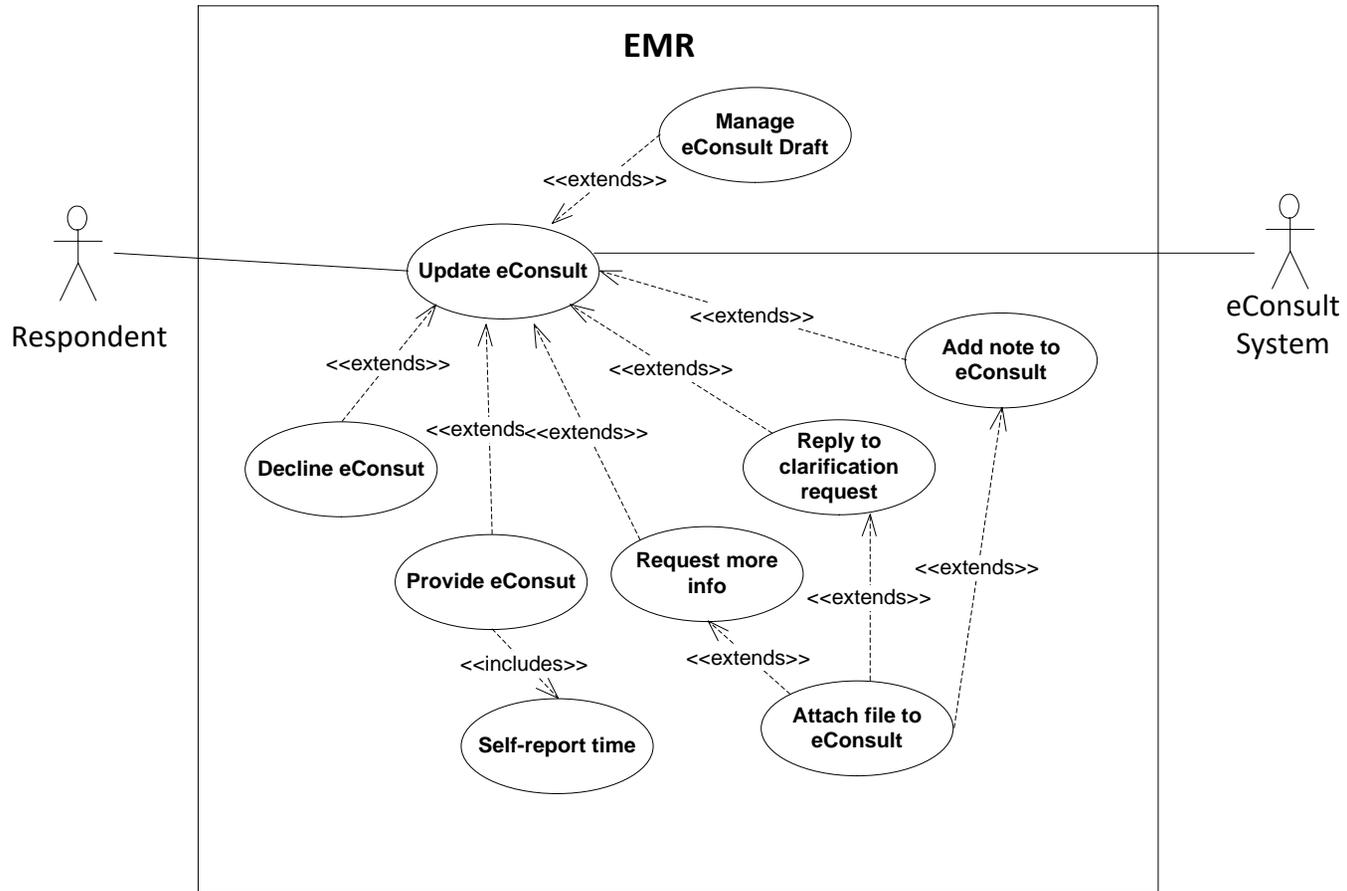


Figure 4 - Respondent Updates eConsult Use Case Model

Figure 8 below depicts the workflow of updating an eConsult from the respondent's perspective.

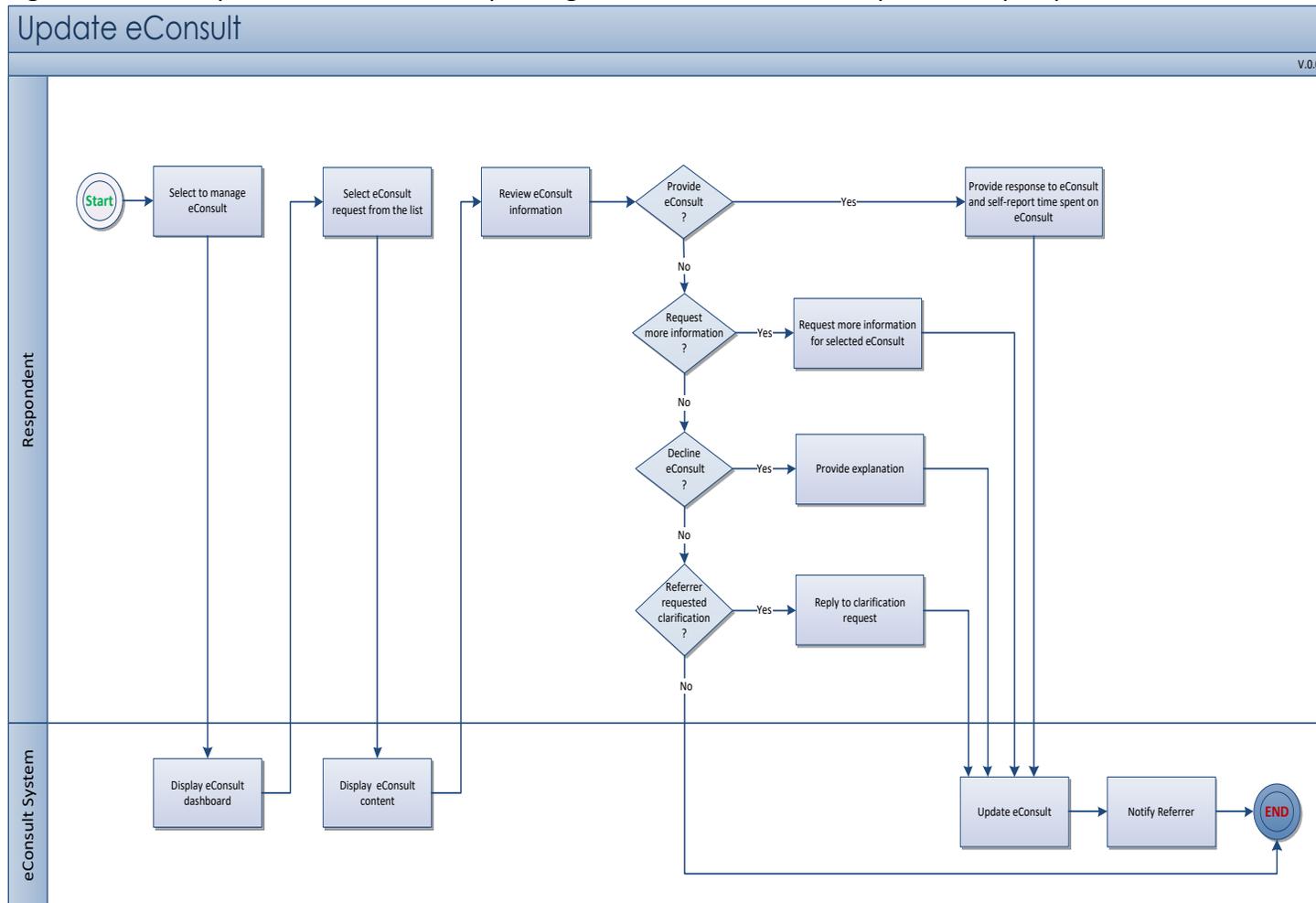


Figure 5 - Respondent Updates eConsult Workflow

9.1 eConsult Draft

For requirements, refer to section 4.4

9.2 Attach File to eConsult

For requirements, refer to section 4.3.

9.3 Add Note to eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.01	The EMR user MUST be able to add note(s) to an existing eConsult.	Upon adding a note and submitting the eConsult, all eConsult changes MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult API – Add Note” in the eConsult EMR Integration API Requirements . The note MUST NOT be editable once it is submitted.	Referrer, Respondent

9.4 Provide More Information

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.02	The EMR user MUST be able to provide more information to an existing eConsult.	Upon submitting request for more information, all eConsult information entered in the form MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult API – Provide More Info” in the eConsult EMR Integration API Requirements .	Referrer

9.5 Request Clarification

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.03	The EMR user MUST be able to request clarification after eConsult is provided by respondent.	Upon submitting request for more information, all eConsult information entered in the form MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult API - Request Clarification” in the eConsult EMR Integration API Requirements .	Referrer

9.6 Complete eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.04	The EMR user MUST be able to complete an eConsult after the respondent has provided sufficient response.	An eConsult MUST be completed only by the referrer who originally created the eConsult (or their delegate).	Referrer

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		Upon selecting complete eConsult, all eConsult changes MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult API - Complete Case” in the eConsult EMR Integration API Requirements .	
ECS07.05	A completed eConsult MUST NOT have the ability to be re-opened.	Once a case is completed it cannot be re-opened and the EMR User MUST open a new case	Referrer

9.7 Provide Feedback

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.06	The EMR user MUST be able to provide feedback at the time of closing the eConsult.	<p>Feedback MUST be provided only when eConsult is being completed. The EMR user MUST be able to provide optional feedback to the respondent before completing an eConsult.</p> <p>Upon selecting complete option, the EMR user MUST be prompted with a survey. The survey MUST include mandatory question and optional comments section. Text for the question(s) is provided in “Consult API - Complete Case” in the eConsult EMR Integration API Requirements</p> <p>The EMR user MUST reply to provided survey question with Yes or No to complete the eConsult. Upon closing an eConsult, “Complete Case” web-service call MUST be invoked. For more information, please refer to eConsult EMR Integration API Requirements.</p>	Referrer

9.8 Cancel eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.07	The EMR user MUST have ability to cancel an eConsult.	<p>An eConsult can be cancelled only by the referrer who created the eConsult.</p> <p>Upon selecting the Cancel eConsult option, all eConsult changes MUST be packaged and submitted to the Provincial eConsult Service. For more information, refer to the “Consult API - Cancel Case” in the eConsult EMR Integration API Requirements.</p>	Referrer

9.9 Change Specialist

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.08	The EMR user MUST be able to re-assign an eConsult to a different specialist or specialty group.	<p>An eConsult can be re-assigned only by the referrer who created the eConsult.</p> <p>Upon selecting the Re-assign option, selected eConsult MUST be cancelled. For more information, refer to the “Consult API - Cancel Case” in the eConsult EMR Integration API Requirements.</p> <p>The EMR user MUST be able to re-assign an eConsult by creating a new eConsult by prepopulating the eConsult creation form with the initial eConsult case data. All fields in the form MUST be editable.</p> <p>Upon submitting the new eConsult all eConsult information entered in the form MUST be submitted to the Provincial eConsult Service. For more information, refer to the “Consult API - Create Case” in the eConsult EMR Integration API Requirements.</p> <p>The EMR user MUST NOT be able to re-assign the eConsult to the same recipient as before.</p>	Referrer

9.10 Request More Information

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.09	The EMR user MUST have the option to ask for more information, before responding to eConsult.	<p>Upon submitting a request for more information, all eConsult changes MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult API -Request More Info (Specialist)” in the eConsult EMR Integration API Requirements.</p> <p>If more clarification is needed from the referrer, the referrer and the respondent engage in a dialogue by requesting more information, that MUST be logged, date and time stamped and can be printed.</p>	Respondent

9.11 Decline eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.10	The EMR user MUST have the option to be able to decline an eConsult.	Upon declining an eConsult, all eConsult changes MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult	Respondent

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		API - Decline Case (specialist)" in the eConsult EMR Integration API Requirements .	
ECS07.11	The EMR Offering MUST prompt for a reason in order to decline an eConsult.	<p>One of the following reasons for declining MUST be selected by the eConsult user:</p> <ul style="list-style-type: none"> • incorrect specialty • patient must be seen in person or by video to answer this question • not available • other <p>In addition, the EMR user MUST be able to provide optional comments in free-form text. If the reason of "other" was selected, a comment MUST be provided by the EMR user.</p>	Respondent

9.12 Provide eConsult

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.12	The EMR user MUST be able to provide a response to an eConsult.	<p>By providing a response to an eConsult, the respondent is implicitly accepting the eConsult.</p> <p>An eConsult can be provided only once. Upon providing eConsult, all eConsult changes MUST be submitted to the Provincial eConsult Service. For more information, refer to "Consult API - Provide Consult (specialist)" in the eConsult EMR Integration API Requirements.</p>	Respondent
ECS07.13	The EMR user MUST be able to indicate that the response is completed.	When a respondent selects "Provide Consult", they are implicitly indicating that the consult is "completed" from the respondent's perspective.	Respondent

9.13 Self-Report Time

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.14	The EMR user MUST be prompted to report the amount of effort it took to respond to an eConsult upon completing an eConsult.	<p>The respondent MUST specify "time spent" on the eConsult upon providing an eConsult. The EMR Offering MUST prompt the EMR user with a predefined list of available options to choose from:</p> <ul style="list-style-type: none"> • 1-5 minutes • 6-10 minutes • 11-15 minutes • 16-20 minutes • 21-25 minutes 	Respondent

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
		<ul style="list-style-type: none"> 26+ minutes <p>The EMR user MUST be able to provide additional comments in the free-form text.</p> <p>Option 26+ minutes: If the EMR user selects option “26+ minutes”, they MUST provide an exact whole number of minutes (which MUST be greater than or equal to 26) spent. Additionally, they MUST provide a comment. If this option is selected by the EMR user, the EMR Offering MUST send the exact number of minutes along with the comment to the Provincial eConsult Service, as provided by the user.</p> <p>Upon the EMR user providing the reported time, the EMR will send the upper limit of the selected time range (e.g., the value of “10” is sent if “6-10 minutes” was selected). For more information, refer to the eConsult EMR Integration API Requirements.</p>	

9.14 Reply to Clarification Request

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS07.15	The EMR user MUST be able to provide additional clarifications to a referrer after an eConsult is provided.	Upon replying to an eConsult clarification, all eConsult changes MUST be submitted to the Provincial eConsult Service. For more information, refer to “Consult API - Reply (specialist)” in the eConsult EMR Integration API Requirements .	Respondent

10. ERROR HANDLING

OMD#	REQUIREMENT	GUIDELINES	APPLICABLE TO
ECS08.01	The EMR Offering MUST be able to perform error handling in response to any error messages generated by the Provincial eConsult Service.	Refer to the eConsult EMR Integration API Requirements for more information on error codes that can be generated by eConsult API calls.	N/A
ECS08.02	All error messages received from the Provincial eConsult Service MUST be logged within the EMR Offering.		N/A

Appendix A – eConsult File Attachments

Supported eConsult File Attachments

Additional information from a patient record can accompany an eConsult, where it may provide additional clarity or details to aid in the consultation between a referrer and a specialist. External files (e.g., information from the patient record within the EMR Offering) are supported as attachments to an eConsult. For reference, the table below outlines accepted file formats. Note that this list may change in future. Please refer to the [eConsult EMR Integration API Requirements](#) for the most current list available.

The table below outlines supported file formats that can be attached to an eConsult.

SUPPORTED FILE FORMATS	
3gp (3GPP), 3g2 (3GPP2) Third Generation Partnership Project Multimedia	OGG Audio
AVI Video	PDF File
BMP Image File	PNG Image File
DCM DICOM	PPT, PPTX, PPS, PPSX PowerPoint
DOC, DOCX MS Word Document	QT Video
EXIF Exchangeable Image File	RAW Image File
FLV Video	RTF Rich Text File
GIF Image File	TIFF Image File
JPG, JPEG, JFIF Image File	TXT Text Document
M4A Audio	WAV Audio
MKV Video	WKS, WK1, WK2, WK3, WK4 Lotus 1-2-3
MOV Video	WMA Audio
MP3 Audio	WMV Video
MP4 Video	WPD, WP, WP4, WP5, WP6, WP7 Word Perfect
MPG/MPEG Video	XLS, XLSX, CSV Excel Document
	XPS Open XML Paper

File Upload Service

The file upload request will follow the same flow as other eConsult web service messages, except that the file upload will not be proxied by the HIAL. EMR Offerings will communicate with the eConsult file web service directly and perform HTTP Multi-purpose Internet Mail Extensions (MIME) multi-part uploads. The eConsult web service will return a temporary URL which will be valid for a short period of time (e.g., Five minutes) in the payload. The temporary URL will be used to upload the file directly to the Provincial eConsult Service's file web service. The File Upload service will return a Shared Secret and a File ID which will be stored together with the eConsult case.

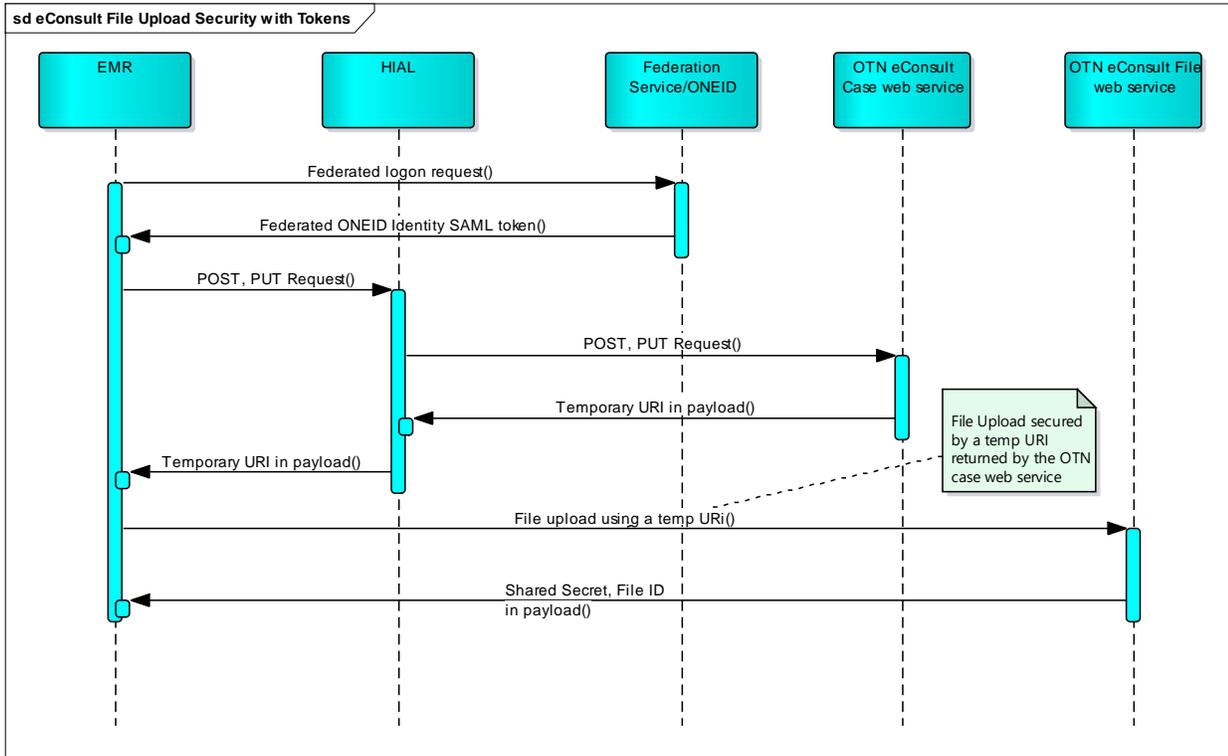


Figure 6 - eConsult File Upload Service

File Download Service

The file download request will follow the same flow as other eConsult web service messages, except that the file download will not be proxied by the HIAL. EMR Offerings will communicate with the eConsult file web service directly and perform HTTP MIME multi-part uploads. The eConsult web service will return the Shared Secret and the File ID which was stored together with the eConsult case. The Shared Secret and the File ID will be used to request the file to be downloaded from the Provincial eConsult Service's File Web Service.

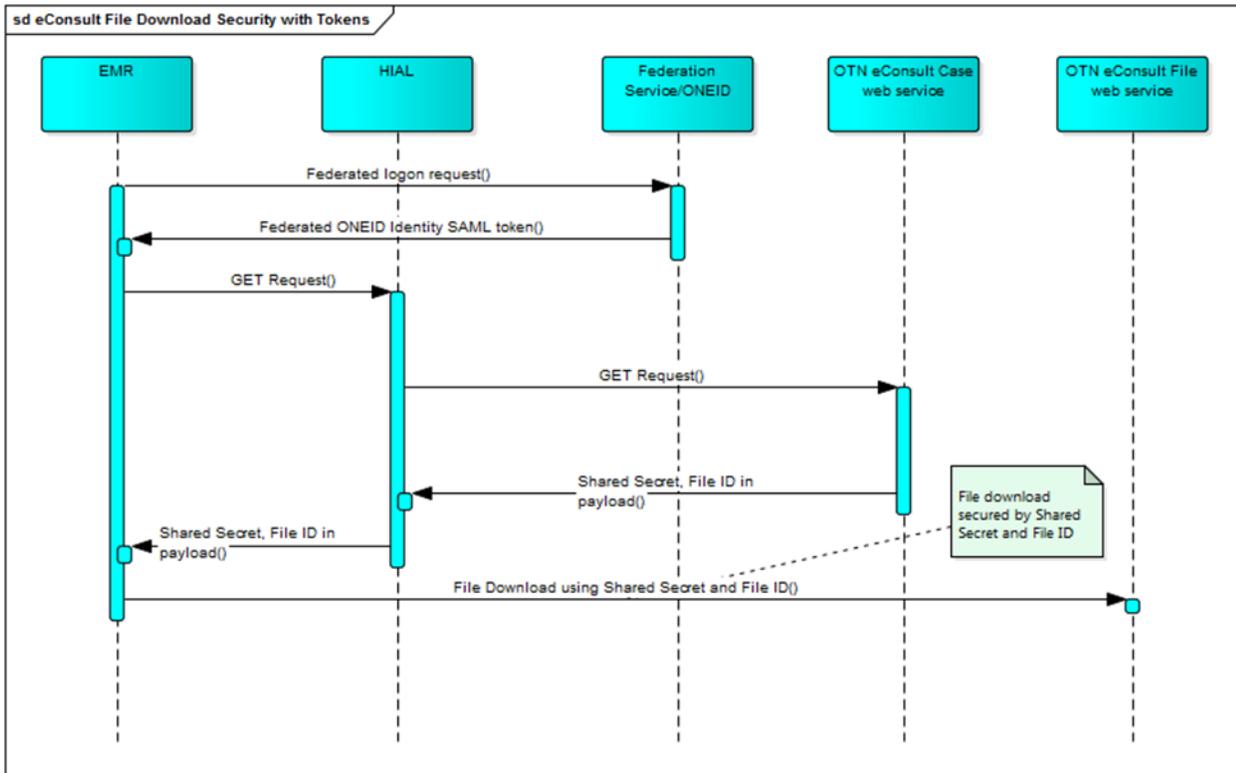


Figure 7 - eConsult File Download Service