



eConsult: Improving Clinical Workflows and Access to Specialty Care

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Presenter Disclosure

- **Presenter:** Elizabeth Keller
- **Relationships with commercial interests:**
 - OntarioMD Vice-President

- **Presenter:** Anil Maheshwari, MD
- **Relationships with commercial interests:**
 - OntarioMD Physician Peer Leader



Disclosure of Commercial Support

- **No commercial support**
- **Potential for conflict(s) of interest:** Dr. Anil Maheshwari is an OntarioMD Peer Leader and receives payment for services rendered to his peers on behalf of OntarioMD.



Ontario eConsult Program

The Ontario eConsult Program has been created to enable timely and equitable access to specialist advice for all patients in Ontario. The program, with the support of the Ministry of Health and Long-term Care, integrates two successful initiatives: BASE™ Managed Specialty model and the Ontario Telemedicine Network's (OTN) Direct to Specialist model.

The program includes four services:

1. Ontario eConsult service
2. Champlain BASE™ regional service
3. Teledermatology
4. Teleophthalmology



Ontario eConsult Program

- Accessed primarily through the secure OTNhub (otnhub.ca), the program is led by the Ontario eConsult Centre of Excellence (eConsult COE), housed at The Ottawa Hospital in partnership with the Bruyère Research Institute.
- Delivery partners include Ontario Telemedicine Network (OTN), OntarioMD, and eHealth Ontario, with the support of the Ministry of Health.
- Regional partners include Champlain BASE™, South East Academic Medical Organization, Health Information Technology Services, eHealth Centre of Excellence, Women's College Hospital, St Joseph's Care Group in North West Region and TransForm Shared Service Organization.



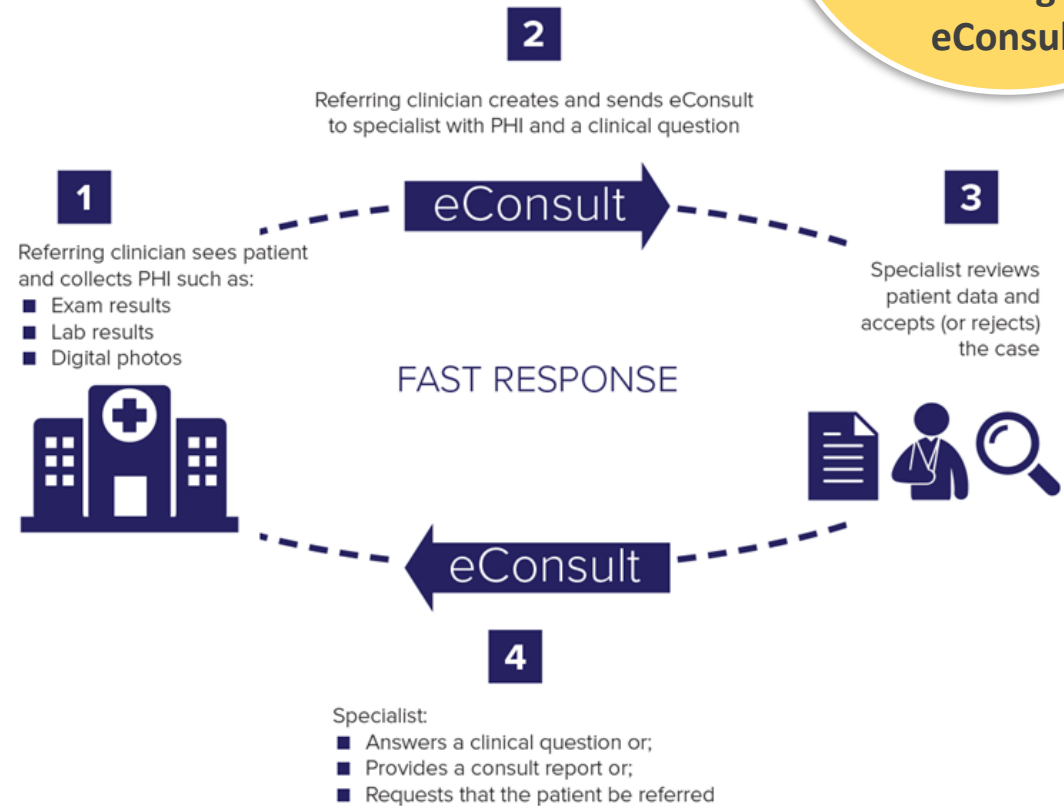
What is an eConsult?

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

Clinicians can access specialist advice through two models:

- **BASE™ Managed Specialty** where eConsults are sent to a group of specialists from across the province in a specific specialty and each case is assigned to a specific specialist by a case assigner
- **Direct to Specialist** where eConsults are sent to individual specialists or groups by searching in a directory.

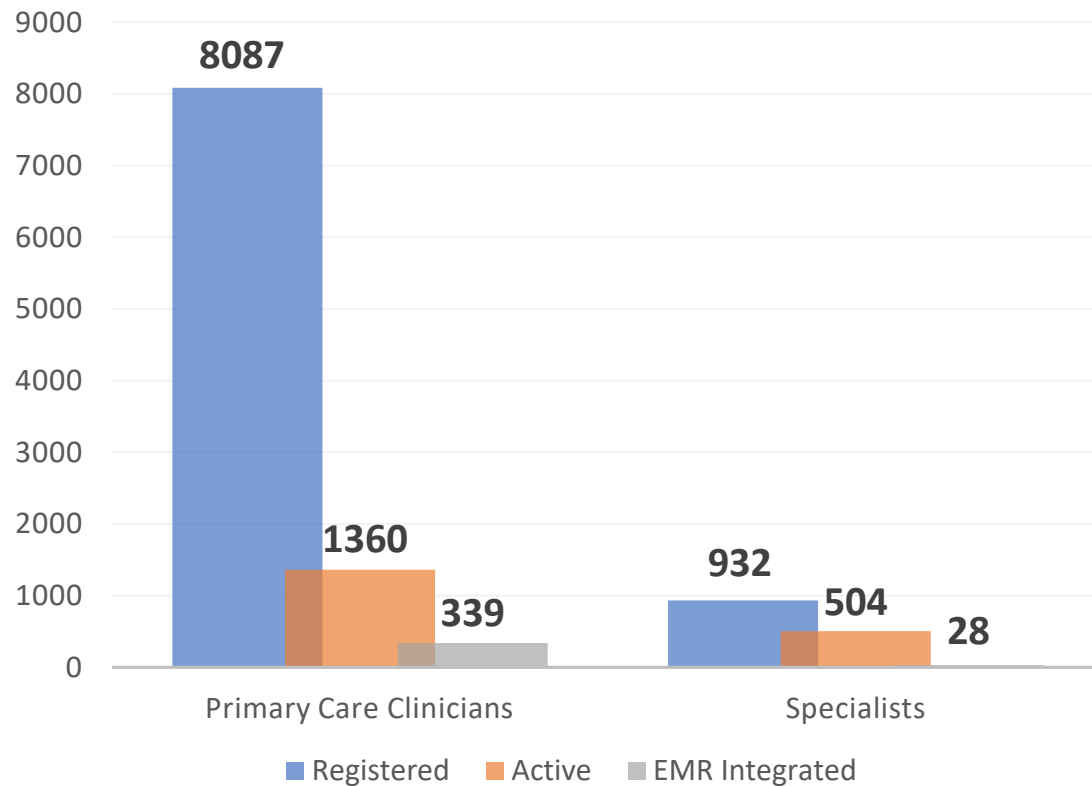
90+
Specialties
currently
available
through
eConsult



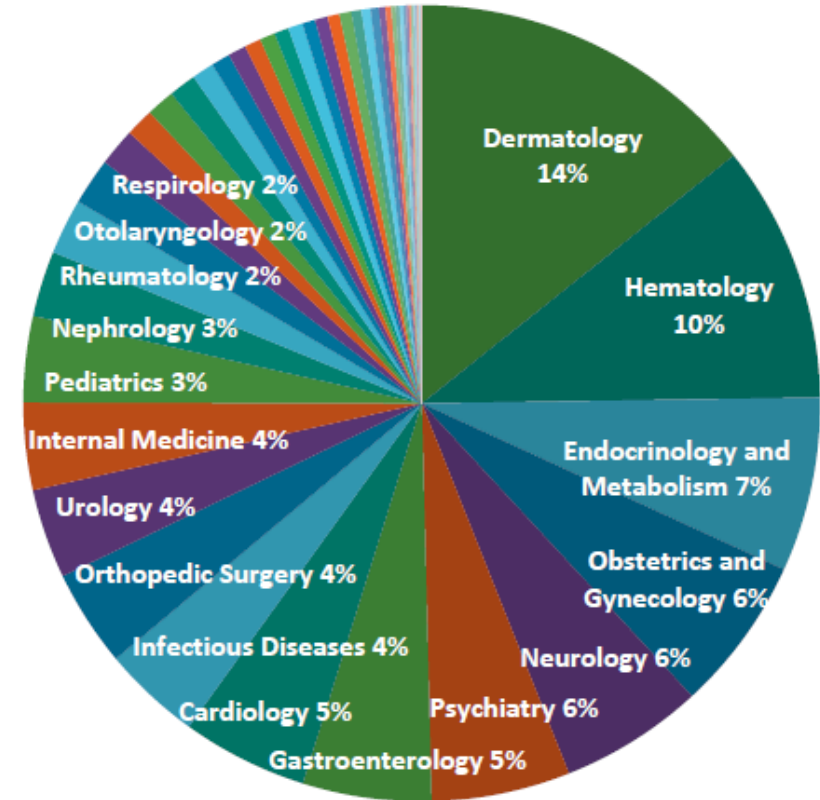


Numbers at a Glance

Clinicians with Access to eConsult



Top Specialties Used



Note: Data current as of September 2019.



Specialties Available

Addiction Medicine

- General
- Opioid

Allergy & Clinical Immunology

- General & Pediatrics

Anesthesiology

Cardiology

- General & Pediatrics
- Cardiac Surgery
- Electrophysiology
- Inherited Heart Rhythm Disorders
- Pediatrics General Cardiology
- Pediatrics Electrophysiology
- Pediatrics Inherited Heart Rhythm Disorders

Concussion

Dentistry

- Pediatric

Dermatology

- General & Pediatrics

Diabetes

Endocrinology

- General & Pediatrics
- Diabetes

Environmental Health

Gastroenterology

- General & Pediatrics

Genetics

- Medical Genetics
- Pediatric Medical Genetics

Geriatrics

- Care of the Elderly
- Frailty Management
- GeriMedRisk
- Medication
- Psychiatry

Gynecology

- General & Pediatrics
- Gynecologic Oncology
- Urogynecology

Hematology

- General & Pediatrics

Hepatology

- General & Pediatrics

HIV

- General
- Psychiatry

Infectious Diseases

- General & Pediatrics

Internal Medicine

Nephrology

- General & Pediatrics

Neurology

- Epilepsy
- Headaches
- General & Pediatrics
- Neuromuscular
- Neuroradiology
- Neurosurgery
- Stroke

Obstetrics

Orthopedics

- General & Pediatrics
- Spinal Surgery

Otolaryngology

- ENT
- Head & Neck Surgery

Pain Medicine

Palliative Care

Pediatrics

- General
- Allergy & Clinical Immunology
- Cardiology
- Dentistry
- Dermatology
- Electrophysiology
- Endocrinology
- Developmental
- Gastroenterology
- Hematology
- Hepatology
- Infectious Diseases
- Inherited Heart Rhythm Disorders
- Neonatal/Perinatal
- Medical Genetics
- Nephrology
- Neurology
- Oncology
- Orthopedic Surgery
- Psychiatry
- Urology

Physical Medicine & Rehabilitation

Psychiatry

- General (English & French)
- Developmental/Behavioral
- Medically Complex
- Pediatrics
- Perinatal
- Sleep Medicine

Public Health

Psychiatry

- General (English & French)
- Developmental/Behavioral
- Medically Complex
- Pediatrics
- Perinatal
- Sleep Medicine

Respirology

- General
- Sleep Medicine

Rheumatology

- General
- Inflammatory Arthritis
- Osteoporosis

Sleep Medicine

- Psychiatric
- Respirology

Surgery

- General
- Head and Neck
- Neurosurgery
- Orthopedic Surgery
- Pediatric Orthopedic Surgery
- Plastic Surgery
- Spinal
- Thoracic
- Vascular

Thrombosis

Transgender

Urology

- General & Pediatrics
- Male Fertility/Sexual Medicine
- Oncology
- Urogynecology



Real eConsult Case

Referrer Question

Otherwise healthy male had insurance physical. Liver function and cholesterol elevated. Repeat was ordered with further work up. US of liver was negative. This is a young, thin male on a gluten-free diet and eats healthy. Dad has cholesterol issues. He doesn't do routine exercise. According to Framingham he will need to be on a statin in 5 years. No street drugs, no IV drugs, no tattoos. Doesn't drink regularly but some binge drinking 2-3 times a month. I was hoping to get advice on what to order next or does he need to see a specialist. Your advice is greatly appreciated.

Specialist Response

The enzymes are minimally elevated and may be related to some fatty liver deposit body habitus. They are not a contraindication to lipid lowering therapy. Review all medications and herbal supplements. Would suggest anti-HCV, alpha-1-antitrypsin, ceruloplasmin, ferritin, transferrin saturation, ANA, total IgG, ASMA, AMA as well as an anti-tTG (despite GFD) as sometimes mildly elevated enzymes are related to celiac disease (has he actually been diagnosed)?



Real eConsult Case

Referrer Question

Despite complete courses of immunization for MMR vaccine and boosters because she doesn't build immunity to mumps per lab work, how often do I booster as she states this has been an ongoing issue for her growing up. She is an internal medicine resident. Any suggestions are welcome.

Specialist Response

As long as she has had 2 MMR vaccinations separated by 28 days there is no need to do additional MMR vaccine or check titres. Titres are not a reliable indicator of immunity for mumps. This means she may actually have some immunity and also means would not rely on titres for immunity and only acceptable form of immunity is either 2 documented valid doses of MMR or born prior to 1970. In her case she does not require any further vaccinations and nothing more to do. If she were to see a patient with mumps or suspected mumps she should wear appropriate personal protective equipment as a precaution. Thank you for the consult.



Real eConsult Case

Referrer Question

Please comment on whether these back skin lesions need a dermatology referral. These are birthmarks and the patient's wife states that both are darkening. They do not look suspicious to me but patient and wife want to make sure they are not precancerous/cancerous.



Specialist Response

Nevus and macular amyloidosis. Continue to moisturize skin. Reassess prn if anything changes.



How eConsult Improves Clinical Workflows

Patients

- Care is supported by a program that is fast, efficient, private, safe and cost effective
- All patients receive access to quality specialist advice, wherever they live in Ontario
- Only about one third of eConsults result in patients needing to see a specialist face to face
- Evidence shows patient safety is improved through timely access to specialist advice

Primary Care Clinicians

- Provides timely access to non-urgent questions (average response time is 2 days)
- Access to over 90 specialties and sub-specialties
- Improved care coordination and collaboration between clinicians
- Provides opportunities to enhance learning and manage patient cases at the family practice level, where patient trust is often highest

Specialists

- Allows prompt, high quality communication with requesting providers
- Provides opportunities for knowledge sharing and increased capacity in primary care
- Offers liability protection through the permanent written record of advice provided
- Is an important part of restructuring care to improve equitable access for patients



EMR Integration

- OntarioMD, with support from OTN and eHealth Ontario, has been leading the eConsult EMR Integration workstream on behalf of the Ontario eConsult Program.
- EMR-integrated eConsult, currently available through QHR Technologies' Accuro® and KAI Innovations' OSCAR. OntarioMD is currently working with Avaros, YES and YMS on the inclusion of EMR-integrated eConsult in their respective EMR offerings.
- The specification for EMR-integrated eConsult was made available to all OntarioMD certified EMR vendors in April 2019. It defines the requirements for integrating the provincial eConsult functionality into EMR product offerings.



EMR Integration

- The timeline for availability to providers depends on individual EMR vendors incorporating the specifications into their product.
- More than 300 clinicians across Ontario are now using eConsult through their EMRs.
- Use of the EMR-integrated service has more than doubled this year. Clinicians have sent more eConsults through their EMRs in the first six months of 2019 than all of 2018!



Benefits of EMR Integration

90%

Of clinicians with access to eConsult through their EMRs agreed it improved their workflows.

90%

Of clinicians with access to eConsult through their EMRs agreed using the EMR integrated version motivated them to use it more.

85%

Of clinicians with EMR integrated eConsult would recommend the integration to their colleagues.

51%

Of cases submitted through eConsult resulted in an avoided referral.

4.7

Total minutes saved by clinicians who submitted an eConsult through their EMRs vs. the web-based solution.



Top Features of EMR Integration

- ✓ Auto-population of patient demographics
- ✓ Ability to load attachments directly in the EMR
- ✓ Automatic documentation within the EMR (patient chart)



EMR-Integrated eConsult

Accessing eConsult through OSCAR EMR



Login to your EMR using ONE ID



Launch eConsult through the top navigation bar



Create eConsult through the patient chart

Login

User Name:

Password:

2nd Level Passcode:

For external Wide Area Network access

ONE ID
[Click here to login](#)

Most browsers will probably work with OSCAR but the development team has been primarily using the latest versions of Firefox and Internet Explorer. The user interface assumes that the resolution of the screen is at least 1024x768.

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Canadian English Version

Schedule Caseload Resources Search Report Billing **Inbox⁵⁰** **Msg⁰⁵** Consultations ConReport **eConsult** Preferences eDoc Tickler Administration

◀ Tue, 2018-03-06 ▶ Calendar | Schedule | Today | Month

Hello doctor oscar.doc

W | S | Smith John * 0 | B5 [not on Schedule]

W | S | oscar.doc, doctor * | OS |

08:00
08:15
08:30
08:45
09:00
09:15
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MRP TEST, PATIENT F 56 years 705-64:

Preventions +

MAM
FOBT
HZV
Td
Flu
HIV

Tickler +

Disease Registry +
DIABETES MELLITUS* ... 04-Jul-2012

Forms +

eForms +

Documents +

Lab Result +

HEMATOLOGY ... 06-Sep-2017
TEM/NEON ... 25-Aug-2017
TEM/NEON ... 25-Aug-2017
HEMATOLOGY ... 24-Aug-2017
POC/NEON ... 22-Aug-2017
POC/NEON ... 04-Aug-2017

Messenger +

Measurements +
CDM Indicators
Health Tracker
Diabetes Flowsheet
ALT ... 23 05-Oct-2011
HDL ... 0.92 05-Oct-2011
INR ... 1.1 05-Oct-2011

Consultations +

HRM Documents +

PHR +
Register for PHR

eConsult +



EMR Integrated eConsult

Creating an eConsult through OSCAR EMR

Draft eConsult

Priority

To

Subject

Patient - No First Name - - No Last Name - - other - 2010-03-07

Prefix (Salutation)

First Name

Last Name

Gender

Date of Birth

OHIP #

OHIP Version

Insurers

Insurer Name

Details

Add Attachment
 No file chosen

Tags

LPC



Patient demographic information is directly pulled from patient chart and auto populated



Ability to send an eConsult Direct to Specialist or to Provincial Specialty Groups



Ability to attach patient documentation (e.g. labs, diagnostic imaging, etc) directly from patient chart



EMR Integrated eConsult

Managing your eConsults through OSCAR EMR

Sent



ID	From	To	Patient	Subject	Status	Priority	Date
57817916	Dr. Bob Osref2	Pediatric Cardiology Specialty Group	TEST4 TEST4	test from OSCAR	Submitted	ROUTINE	a month ago
57818138	Dr. Bob Osref2	Sandbox Sandboxuser3	PATIENT TEST	test	Submitted	ROUTINE	16 days ago
57818145	Dr. Bob Osref2	Sandbox Sandboxuser6	PATIENT TEST	test2	Submitted	ROUTINE	16 days ago
57818151	Dr. Bob Osref2	Dr. Sandbox sandboxuser7	PATIENT TEST	test3	Submitted	HIGH	16 days ago
57818157	Dr. Bob Osref2	Sandbox Sandboxuser9	PATIENT TEST	test4	Submitted	ROUTINE	16 days ago
57818162	Dr. Bob Osref2	Cardiology Specialty Group	PATIENT TEST	test5	Submitted	ROUTINE	16 days ago
57818167	Dr. Bob Osref2	Pediatric Neurology Specialty Group	PATIENT TEST	test6	Cancelled	ROUTINE	16 days ago
57818173	Dr. Bob Osref2	Pediatric Cardiology Specialty Group	PATIENT TEST	test7	Cancelled	ROUTINE	16 days ago
57818182	Dr. Bob Osref2	Pediatric Cardiology Specialty Group	PATIENT TEST	test6	Submitted	ROUTINE	15 days ago

10 25 50 100



View all eConsults sent and their current status



Ability to amend, cancel, reassign any eConsult sent



Seamlessly print eConsults



Filter and create reports by patient and/or clinicians



Clinician Remuneration

- Services which are part of the Ontario eConsult Program are available at no cost to the patient and the provider.
- Remuneration are reimbursed by the Ontario eConsult Centre of Excellence. Remuneration is paid on a quarterly basis.
- Where applicable, family physicians can bill OHIP for the consult request using the **K738 fee code** (Ontario Schedule of Benefits). A K738 Clarification Guide has been published by the Ontario Medical Association Economics Department to assist physicians in correctly using the code.
- Specialists providing services on eConsult are paid an **hourly rate of \$200, pro-rated** based on the length of time it takes to complete an eConsult.
- Dermatologists and Ophthalmologists providing services on eConsult must bill the OHIP U-Codes (U025, U023, U026 and U021), for virtual e-assessment services rendered. Remuneration for services rendered by Dermatologists and Ophthalmologists will not be reimbursed by the eConsult Centre of Excellence and must be billed directly to OHIP.



Sign Up for EMR-Integrated eConsult

Visit the eConsult table at Booth #27 in the Vendor Showcase area to view a demo or to sign up for eConsult today!

Contact support@ontariomd.com for further information or to register at later.



Questions?



THANK YOU !



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