



# eCONSULT DEPLOYMENT AND EMR INTEGRATION

## Faster Access to Specialist Advice

eConsult improves patient care by offering timely access to specialist advice and often eliminates the need to send patients for in-person specialist visits. Physicians and nurse practitioners use a private and secure web portal to send a specialist a clinical question about their patient and receive a prompt response, generally within two days.

The Ontario eConsult Service is predominantly accessed through the web-based version on OTNhub. It is also available through OntarioMD-certified electronic medical records (EMRs).

For more information or to request access to eConsult, clinicians can contact OntarioMD at [support@ontariomd.com](mailto:support@ontariomd.com).

## EMR Integration

In addition to deploying eConsult to clinicians across the province, OntarioMD is leading the integration of eConsult with clinician EMRs.

eConsult EMR integration is currently available through QHR Technologies' Accuro® EMR, OSCAR EMR and KAI Innovations' OSCAR, and a specification has been made available to all OntarioMD-certified EMR vendors. Clinician access to eConsult through their EMR will vary depending on their EMR vendor's specific timelines for incorporating the eConsult service into their EMR offerings.

OntarioMD is working closely with certified EMR vendors to integrate the eConsult service. Vendors are encouraged to review the specification posted on [ontariomd.ca](http://ontariomd.ca) and contact OntarioMD at [emr@ontariomd.com](mailto:emr@ontariomd.com) to kickstart deployment. In the interim, as EMR integration is underway, clinicians are encouraged to use eConsult through OTNhub.

### eConsult Benefits

- ✓ Fast access to specialist advice in over 85 specialties
- ✓ Quality advice on clinical questions
- ✓ Manage patient care at the family practice level
- ✓ Auto population and ability to easily attach records in your EMR
- ✓ Reduce liability risk by having a record of specialist advice in your EMR

## What Users Are Saying about eConsult EMR Integration



**90%** of clinicians who use eConsult through their EMRs agree that this method improves workflow.



**80%** of clinicians who use eConsult integrated with their EMRs report that eConsults are easy to submit.



**90%** of clinicians with access to eConsult through their EMRs agree that using the EMR-integrated version motivates them to use it more.



Clinicians who submit eConsults through their EMR save nearly **5 minutes** compared to submitting via the web-based solution.

*"I love having this quick and effective service integrated into the EMR, which has saved me many unnecessary referrals. I can only remember one occasion where I went on to send a referral after such a consult."*

Dr. Julia Zhu  
West London Family Health Team

## The Ontario eConsult Program

The Ontario eConsult Program is made up of four services: Ontario eConsult service, Champlain BASE™ regional service, and the Ontario Telemedicine Network (OTN)'s Teledermatology and Teleophthalmology. The program is led by the Ontario eConsult Centre of Excellence in partnership with OTN, OntarioMD, eHealth Ontario and various regional partners. It is available to all family physicians, specialists and nurse practitioners in Ontario, at no cost to clinicians or patients.

## Two Specialist Models Available

eConsult users have two options available to access specialist advice:

- **Direct to Specialist** – Requesting provider submits consult cases directly to individual specialists.
- **BASE™ Managed Specialty** – Requesting provider submits cases to a regional or provincial managed service, which is a group of specialists for a given specialty or sub-specialty (e.g. pediatric cardiology). Cases are assigned based on specialist availability.

### Contact

For more information or to request access to eConsult, family physicians and nurse practitioners can contact OntarioMD at [support@ontariomd.com](mailto:support@ontariomd.com). Specialists can contact [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca).

For information on OntarioMD's EMR integration initiative, email [econsult@ontariomd.com](mailto:econsult@ontariomd.com)

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