



# eCONSULT DEPLOYMENT AND EMR INTEGRATION

## Get 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.

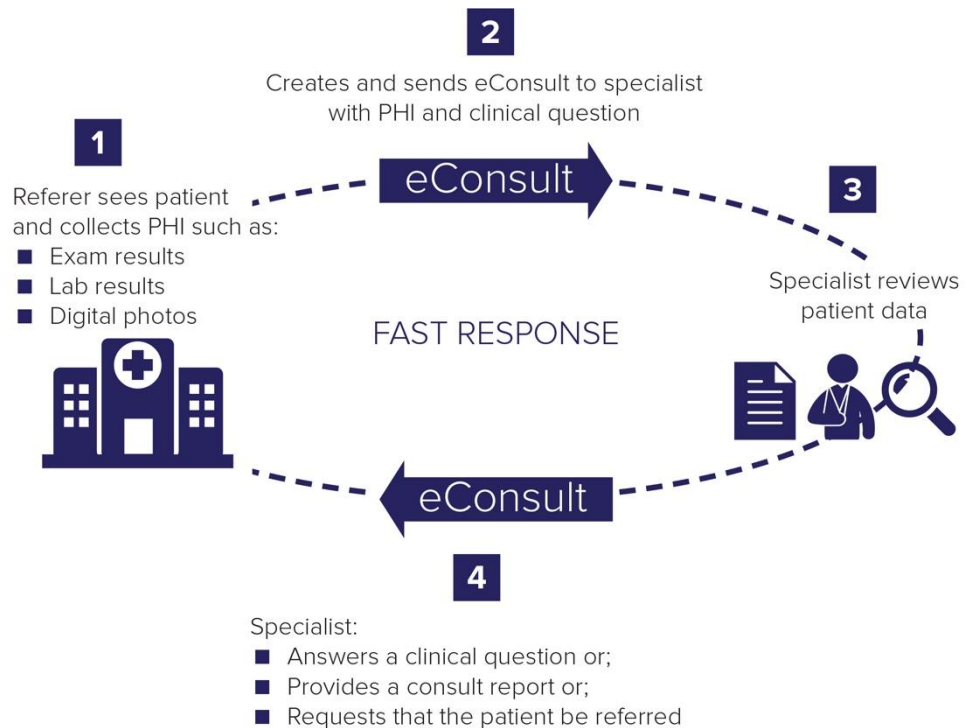
## The Ontario eConsult Program

The Ontario eConsult Program was 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, includes four services: Champlain BASE™ (Building Access to Specialists through eConsultation), Ontario eConsult service, Tele dermatology and Teleophthalmology. Accessed primarily through the secure OTNhub, 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. Regional partners include **Champlain BASE™** and the **South East Academic Medical Organization (SEAMO)**. Service delivery partners are the **Ontario Telemedicine Network (OTN)**, **OntarioMD**, and **eHealth Ontario**.

The Ontario eConsult Program is available to all to primary care physicians and nurse practitioners across the province. OntarioMD is supporting the deployment of the program and enabling availability of the service through OntarioMD-certified EMRs.

## How eConsult Works

The diagram to the right illustrates the four easy steps involved in requesting an eConsult and receiving a specialist's response.



## eConsult Provides a Wide Range of Health System Benefits

eConsult offers tremendous clinical value to health care providers and patients. Important benefits include:

- Quick access to specialist advice from anywhere in Ontario. On average, the requesting provider receives a response in less than two days.
- Saves time and resources, as only about one third of eConsults result in patients needing to wait to see a specialist face-to-face and all patients get timely access to specialist advice.
- Liability protection for specialists, through the permanent written record of advice provided.

For more information on the evidence behind eConsult, please visit [www.ChamplainBASEeConsult.com](http://www.ChamplainBASEeConsult.com).

## Get Access to the Ontario eConsult Service

The Ontario eConsult Service on the OTN platform offers choice and flexibility in how specialists are accessed. Users have the option to access specialist advice through the Direct to Specialist or BASE Managed Specialty options.

The **Direct to Specialist option** enables the requesting provider to submit consult cases directly to individual specialists.

The **BASE Managed Specialty option** enables the requesting provider to submit cases to a regional or provincial managed service, which is a group of specialists responding to eConsult cases for a given specialty or sub-specialty (e.g. pediatric cardiology). Cases are assigned to the closest regionally-managed specialty or a provincial managed specialty group if a local one is not available. Cases are assigned based on specialist availability.

OntarioMD is leading the **eConsult EMR integration** initiative to support availability of the service through OntarioMD-certified EMRs. An updated EMR specification document will be available for all OntarioMD-certified EMR vendors in Spring 2019. This specification will define the requirements for integrating with the provincial eConsult service. The timeline for availability to providers depends on individual EMR vendors incorporating the specifications into their product. In the interim, as OntarioMD completes the EMR integration, we continue to encourage clinicians to leverage the service available through OTNhub.

## What Users Are Saying

More than 13,000 primary care clinicians and almost 1,000 specialists are using eConsult to share timely medical advice for improved patient outcomes. Here is a sample of eConsult user feedback:

*"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

*"My doctor told me about how she used eConsult to get a specialist's advice quickly to treat my condition. I appreciated not having to take time off work to go and see the specialist. I'm comfortable with my family doctor continuing to treat me and I'm thankful that she used this innovative tool to save me time."*

- Chris G. (patient)

### Contact

For more information or to request access to eConsult, please contact your local OntarioMD Practice Advisor or [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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