

Physicians and Nurse Practitioners

eConsult: Improving Timely Access to Specialist Advice



eConsult

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

Why join?

- Get specialist advice for your patient fast—on average within two days
- 94% of your colleagues rate the value of eConsult high/very high
- Get high-quality advice on clinical questions (e.g. diagnosis, management, drug treatment)
- Manage patient care at the family practice level where patient trust is often highest

Ontario Partners

Led by the Ontario eConsult Centre of Excellence (Co-Executive Directors Dr. Clare Liddy and Dr. Erin Keely), which is housed at The Ottawa Hospital in partnership with the Bruyère Research Institute, the Ontario eConsult Program is expanding eConsult services across Ontario, with key partners:

- Ontario Telemedicine Network (OTN)
- OntarioMD
- eHealth Ontario
- Champlain BASE™ eConsult
- Southeastern Ontario Academic Medical Organization
- Regional sites

“The patient is very appreciative of the rapid response, clarification of his concerns, and suggestions for treatment.”

— Requesting provider, Champlain LHIN

FAQs

Who are the specialists?

- Specialists are located across the province
- Regional specialists are available in some regions, with the goal to have regional services in most LHINs by 2020
- Currently, the BASE™ managed service on the OTNhub (otnhub.ca) offers access to over 70 specialty groups, including dermatology, psychiatry, endocrinology, cardiology, hematology, and pediatrics

How are family physicians and nurse practitioners compensated for sending an eConsult?

- The service is available at no cost to the patient and the provider
- Where applicable, family physicians can bill OHIP using the K738 fee code
- Providers receiving a salary will not receive additional compensation for using eConsult

What about EMR Integration?

- An updated EMR specification will be available for all OntarioMD certified EMR vendors in March 2019, which will define the requirements for integrating with the Ontario eConsult Program
- 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 OTN Hub

Visit ChamplainBASEeConsult.com to find:

- 50+ scientific articles published
- Provider and patient testimonial videos and perspectives
- Infographics of key articles with specific case examples

An eConsult case example: Cardiology

DAY
1

Physician or nurse practitioner wants to put a patient with ADHD on a stimulant, but notes some past cardiovascular issues resulting in palpitations. They contact a cardiologist, provide test results and family history, and ask whether stimulants would be safe for the patient and what monitoring would be necessary.

DAY
3

Cardiologist reviews case, has no concerns with patient taking stimulant, tells provider not to worry.

DAY
7

Provider accepts advice, closes case.