Patient Info



What is eConsult?

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

What happens during an eConsult?

Step 1 (today)

Step 2 (within 1 week)

Step 3 (usually 2-4 weeks)

Your doctor or nurse practitioner sends a message (eConsult) to a specialist about your health concern

The specialist reviews the eConsult and responds to your doctor or nurse practitioner with advice or recommends an appointment

Your doctor or nurse practitioner uses the specialist advice and provides care to you

Your doctor or nurse practitioner refers you to the appropriate specialist

What do patients think of eConsult?



agreed that eConsult is an acceptable way to access specialist care



thought the service was useful in their case



would ask their provider to use eConsult on their behalf in the future



I live in a more remote location [...] A lot of the specialists probably aren't going to be here, so [eConsult can] save me a trip to Ottawa



How does eConsult benefit me?

OR



FAST: on average, specialists respond to questions in only 2 days



EFFICIENT: in about 2/3 of eConsults, the provider gets all the advice they need to treat you themselves



SAFE: privacy experts
have ensure it meets all of
the standards applied to
regular communication
between healthcare
providers

BASE™ eConsult

www.OntarioeConsult.ca



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Do you have questions about eConsult? Contact us at eConsultCOE@toh.ca