

Tips and Tricks for Specialists to Promote Use of eConsult

The Ontario eConsult Service, accessed on the OTNhub and a part of the **Ontario eServices Program**, is a secure web-based tool, that allows physicians and nurse practitioners timely access to specialist advice.

Encouraging eConsult Use through Existing Referral Network



Include a message on your outgoing responses to providers when they send referrals

Let them know you are available to receive eConsults and provide some instructions on how they can access/sign up for eConsult.

Dear **[Insert Name]**,

Thank you for your referral. I wanted to let you know about another option for a more timely and convenient means of consulting with me, via Ontario eConsult through www.OTNhub.ca (in addition to this face to face referral request). You can now send me clinical questions, including attachments, through a secure, online platform, enabling you to expedite access to specialist advice. As a consultant, I will respond to eConsults within 7-days. Where applicable, family physicians can bill OHIP using the K738 fee code.

If you already have access to Ontario eConsult, please consider using it for this patient. If you would like to set up access visit www.OTNhub.ca, or fill out this [intake form](#) and someone from the eConsult Centre of Excellence will assist you (eConsultCOE@toh.ca).

You can send me an eConsult by selecting the *"specific provider or group"* option once you initiate an eConsult and searching for me by name. For more information on how to submit an eConsult this way visit youtu.be/nzeRBzlaKnU. For information about Ontario eConsult visit www.eConsultOntario.ca.

If you decide to submit this case as an eConsult to me and no longer need your patient to be seen in my office, please inform my office by calling **[Insert phone number]**, faxing **[Insert fax number]** or emailing **[Insert email address]**. I look forward to engaging with you via eConsult and continuing to assist in the care of your patients.

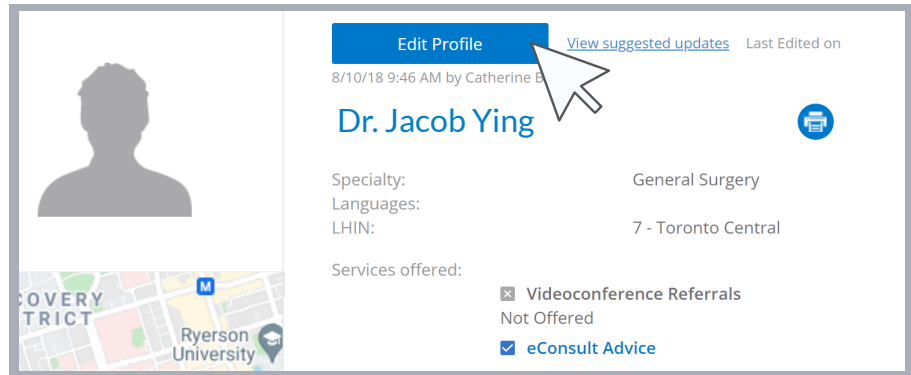
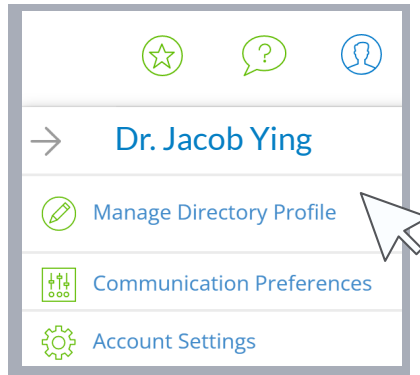
Sincerely,
Dr. **[Insert Name]**

Completing the Directory Profile



To ensure requesting providers can search for and find you easily through eConsult, it is important to ensure your directory profile is up to date and includes details on your specialties/sub-specialties.

Edit your Directory Profile



Mandatory fields:

- **Name:** Legal name as listed on CPSO member profile.
- **Specialty:** linked directly to your CPSO member profile and lists only the formally credentialed specializations listed by CPSO. If there is an error with your specialty listing, contact info@otn.ca.
- **LHIN (region):** this regional location information is captured at the time of sign up. If you have moved out of the region listed contact info@otn.ca to update it.

Optional Fields to Edit:

- **Credentials:** e.g., MD, PhD, FRCPC.
- **Languages & Language Note:** details on the languages you can speak and work in.
- **Email:** provide a publicly available email address
- **Website:** provide a link to the specialist's or organization's website
- **Indigenous or French Language Services:** highlights experience with indigenous and French-speaking populations
- **Telemedicine Service & Telemedicine Service Details:** provide further detail on their specialization and sub-specialization.
- **Accepts eConsult Requests:** this field allows a specialist to turn on and off their accessibility for accepting eConsults through the Direct to Specialist model.
- **Conditions (Patient Eligibility, Only accepted from LHINs/Regions, Other conditions):** Identify any conditions required for you to accept eConsults. If a case is received that does not meet these conditions, simply 'Return' the eConsult with an explanation.
- **Telemedicine Practice Address:** provide a publicly available address.
- **About section:** provide information on education, training, memberships, affiliations, publications, etc.

For more information on updating your OTNhub Directory profile, contact info@otn.ca.