

How eConsults are conducted: A step-by-step guide

STEP 1: A primary care provider (PCP) has a question about a patient and needs the advice of a specialist.

STEP 2: The PCP logs into the eConsult platform and enters the following information:

- Date of the request
- Question
- Type of specialist to review the question
- Basic demographic patient information

The screenshot displays a web form for creating an eConsult. It is organized into several sections:

- *Requester**: A header section.
- *Specialty**: A dropdown menu labeled "Select category..." with a downward arrow.
- Patient**: A section containing several input fields:
 - First Name: "Enter first name..."
 - Middle Name: "Enter middle name..."
 - Last Name: "Enter last name..."
 - *DOB: A date input field with a calendar icon and the format "YYYY-MM-DD".
 - *Gender: Three radio buttons labeled "Male", "Female", and "Other".
 - OHIP: "Enter patient OHIP number..." followed by a "Version code" label.
 - Consent Directives
- *Request**: A large text area with the placeholder text: "Enter history of present illness and other relevant data (such as the laboratory tests) to help the specialist provide a more meaningful consult..."
- Footer**: A paperclip icon on the left and three buttons on the right: "Save as Draft", "Delete Draft", and "Send".

The PCP can also attach relevant patient documents, such as lab results, imaging, etc.

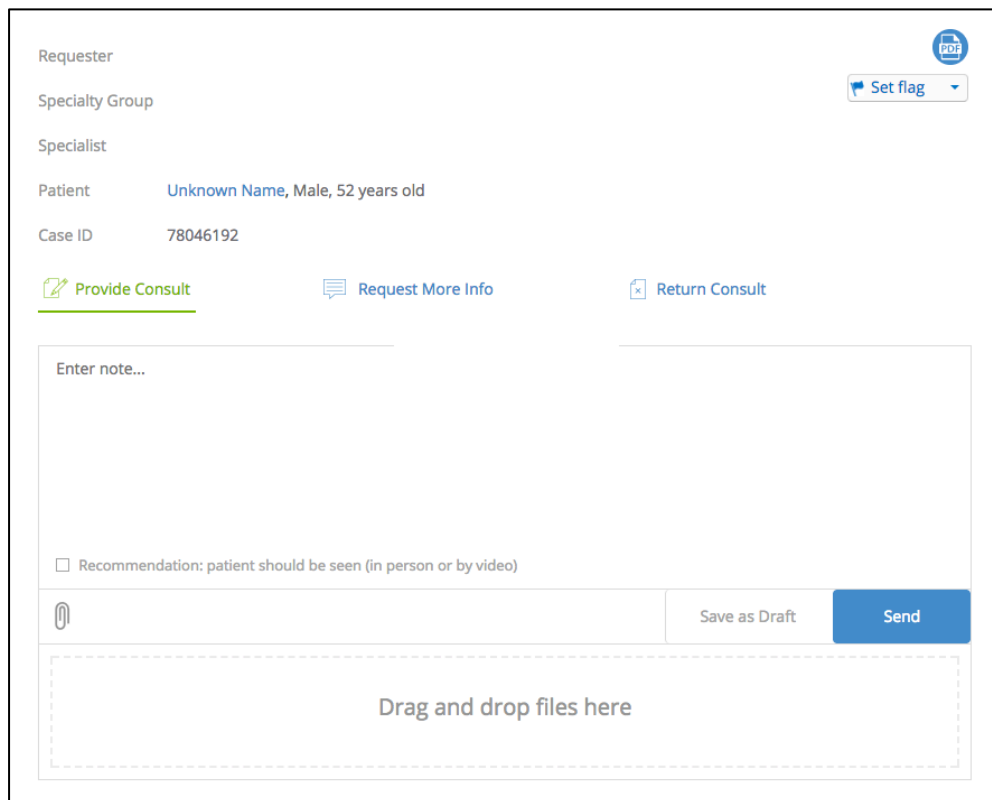
STEP 3: The PCP sends the information to the Case Navigator.

STEP 4: The Case Navigator directs the eConsult to the appropriate specialist.

STEP 5: The specialist receives an email notification that an eConsult is waiting for them.

STEP 6: The specialist logs into the eConsult platform to read the question. The specialist then has the option to:

- Provide a recommendation;
- Ask the PCP for more information before making a recommendation;
- Decline to provide a recommendation and suggest the PCP direct their question to a different specialist;



The screenshot displays the eConsult platform interface for a specialist. At the top, there is a header with a PDF icon and a 'Set flag' button. Below the header, the following information is displayed: Requester, Specialty Group, Specialist, Patient (Unknown Name, Male, 52 years old), and Case ID (78046192). Three main action buttons are visible: 'Provide Consult' (highlighted in green), 'Request More Info', and 'Return Consult'. Below these buttons is a large text area for entering a note, with the placeholder text 'Enter note...'. Underneath the text area is a checkbox labeled 'Recommendation: patient should be seen (in person or by video)'. At the bottom of the form, there is a file upload icon, a 'Save as Draft' button, and a 'Send' button. A dashed box at the bottom of the form contains the text 'Drag and drop files here'.

STEP 7: The specialist sends a response directly to the PCP.

STEP 8: The PCP reviews the response from the specialist. If the PCP accepts the specialist's recommendation, the eConsult is closed and the information is added to the patient's medical record. If the PCP has more questions for the specialist, he/she will communicate directly with the specialist to answer those questions, then decide on a course of treatment for the patient (at which time the eConsult will close).