

### What is eConsult?

eConsult is a secure web-based tool that allows physicians and nurse practitioners timely access to specialist advice for all patients, often eliminating the need for an in-person specialist visit. eConsult allows for improved access to specialty care for patients (with a median response time ~ 1 day)

### What is a delegate?

- A delegate is someone who can create, submit, manage, monitor and file eConsults on behalf of one or many physicians or nurse practitioners
- A delegate is typically a referral clerk, nurse or administrator working within the physician or nurse practitioner's clinic or centre who has access to a patient's PHI
- A delegate supports clinical workflow where eConsult is not integrated with a provider's EMR

### Advantages of the Delegate Model

- Improved workflow for front line primary care providers, by utilizing administrative support to manage eConsult workflow in non-integrated EMR settings
- Improved information flow, managed by delegates, ensuring timely management of patient-related inquiries
- Providers and delegates can build upon existing clinical best practices to incorporate eConsult into their workflow

### Delegate Model Workflow

#### Provider

- Makes the decision to send an eConsult request
- Notes/creates the question for the specialist in the EMR
- Selects the pertinent patient (chart) information to accompany the eConsult
- Notifies the delegate of the need to submit the eConsult request, on their behalf
- Reviews the specialist response
- Determines if further information/follow up is required, based on the specialist response
- Advises the delegate when the case is resolved or requires further action
- Responds to the closeout survey questions for the case to be completed
- Follow-up with patient and action specialist advice

#### Delegate

- Receives the provider's request to initiate the eConsult
- Saves a (local) PDF copy of the patient information to be attached to the eConsult request (& deletes it from the local storage afterwards)
- Logs in to eConsult platform to submit the eConsult, on the provider's behalf
- Copies the provider's question & attaches all pertinent information (including patient details), to the eConsult request
- Submits the eConsult
- Monitors email for notification of specialist response
- Copies the specialist response (once received), into the EMR for the provider to review (& notifies the provider)
- Submits a follow up question, to the specialist, on the eConsult platform (where required)
- Closes out the case with the provider's survey responses, on eConsult platform

Contact [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca) to incorporate eConsult  
into your existing clinical workflow today.

### Is the Delegate Model Right for Me?

- ✓ I have administrative personnel in place who already assist with the outgoing referral work in my clinic
- ✓ I would like to be able to have my non-urgent patient inquiries addressed in a timely manner with less administrative burden to me
- ✓ I would like to leverage the support of my staff to assist me with the administrative tasks of submitting an eConsult

### What do I need to do to implement this in my clinic?

Contact us at [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca), together we will:

- Complete a full needs analysis and develop a workflow plan
- Identify staff who will be involved in establishing the eConsult delegate process into your clinic: physicians, referral clerks and/or administrative staff (ie. Delegates)
- Discuss any privacy considerations and develop strategies to ensure PHI is only visible to appropriate personnel.
- Ensure all personnel are set up with the necessary accounts.
- Set up new workflow into existing systems (ie. EMR) and complete administrative set up
- Train all personnel involved on the workflow

### Tools and Processes

- Encounter Assistant to complete Closeout Survey (if using)
- Encounter Assistant to automate processes, including template to pull information from PSS and link to eConsult page for quicker data entry
- Initiating the Pending Test or Consult tracker (if using)
- Initiating a letter
- Adding eConsult Platform launch page to Resource section in PSS
- Stamps to create letter templates (if using)
- SuperCode to bill K738 with other billing codes (if required)

*"Having a delegate submit and manage the clinics eConsults is AMAZING."*

*– Dr. Lori Hasulo, Guelph CHC*

*"I am the delegate for 11 doctors and they are using the service more and more. If they were having to complete the referrals personally then they would probably not use the service the same or as much and definitely not in the same timeframe as with a delegate."*

*– Lyndal Wheeler, East Wellington FHTJ*

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