



Overcoming Wait Times for Specialists Using eConsults

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Faculty/Presenter Disclosure

- **Faculty:** Anil Maheshwari, MD
- **Relationships with commercial interests in previous 2 years:**
 - Grants/Research Support: NA
 - Speakers Bureau/Honoraria: NA
 - Consulting Fees: NA
 - Other: NA



Disclosure of Commercial Support

- Potential for conflict(s) of interest:
 - No commercial support
 - No conflict of interest



Mitigating Potential Bias

- No potential bias



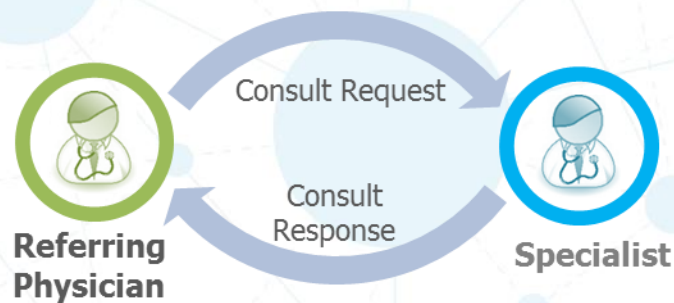
THE Challenge

Recent studies show that Ontarians often **wait too long** and have to **travel too far to** benefit from a specialist's advice.

When a specialist's advice is needed, the **level of collaboration amongst providers varies greatly.**

The Solution

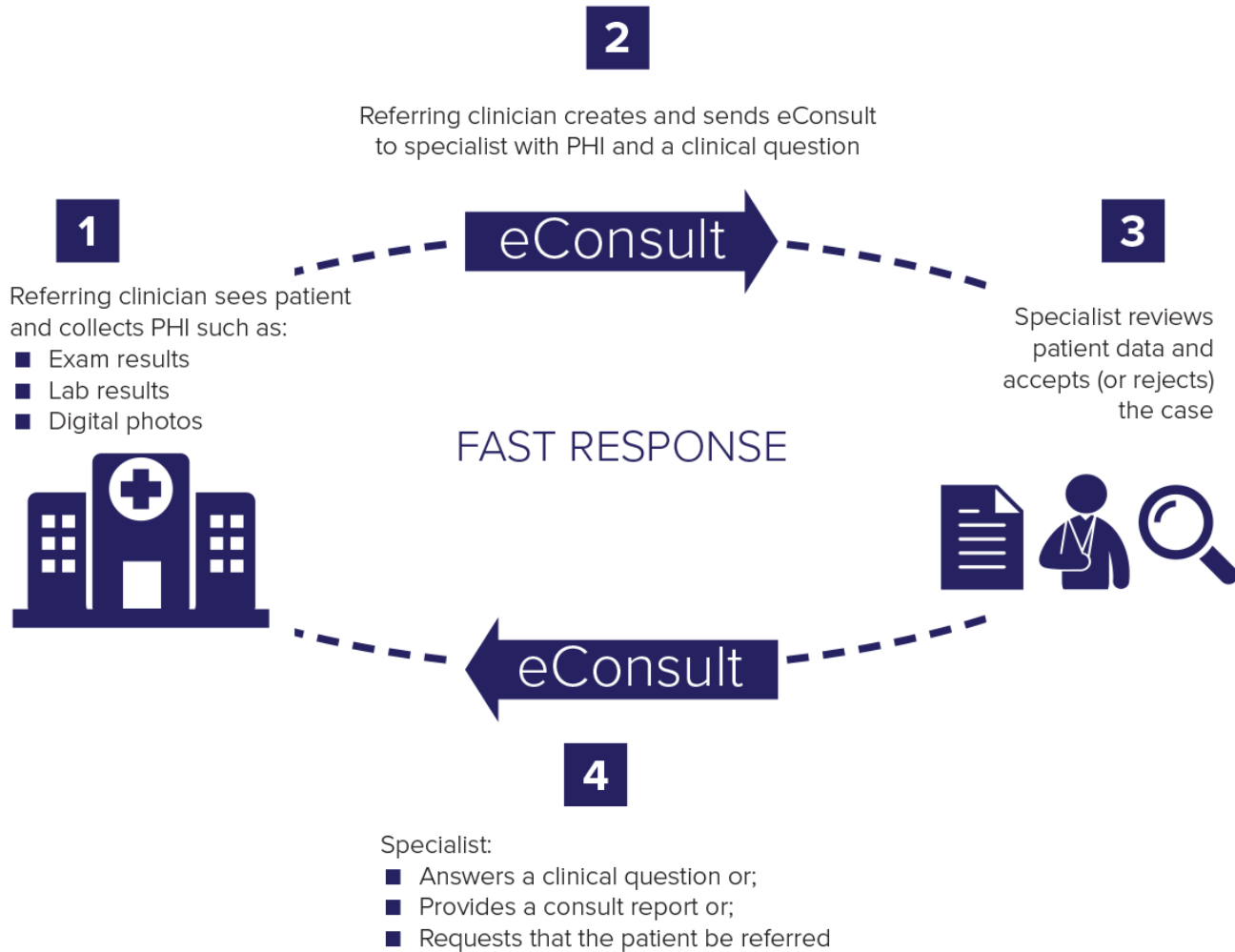
eConsult enables physicians to engage in a secure, electronic dialogue with specialists to manage patient care, without the need for the patient to visit the specialist.



Benefits include:

- Faster access to specialist advice
- Avoidance of unnecessary in-person specialist visits
- Improved care coordination and better collaboration between clinicians
- More flexible and auditable than phone calls, pages or hallway conversations

How Does eConsult Work?

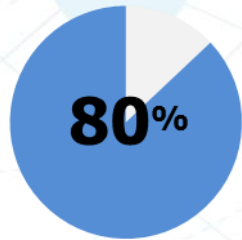


Provincial eConsult Initiative

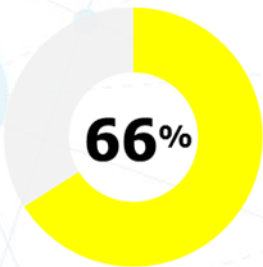
Launched in late 2014 with the mandate to implement the Provincial eConsult Service to reduce patient wait times for specialist care and to improve the overall patient experience.



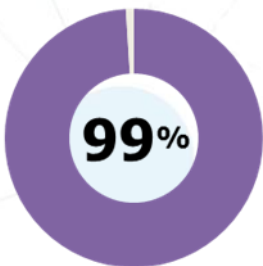
Benefits of eConsult



of survey respondents agree that eConsult provides a positive experience for patients.



of respondents indicate that eConsult frequently prevented unnecessary patient travel by avoiding the need of in-person specialist visits.



of family physicians and specialists believe eConsult improves patient care.

Data Source - OntarioMD Phase 1: Provincial eConsult Initiative Benefits Evaluation Study
(Author: Deloitte as objective third-party evaluator)

Key Pilot Metrics

Provincial Overview

11,979

Primary Care
Providers



1. REQUEST

75,067

eConsults sent

January 2015 –
March 2018

2. RESPONSE



804

Specialists

in **100+** specialties

Response Time

Average
2.6 Days

Median
1.2 Days

5 Most Consulted Specialties

- Dermatology
- Hematology
- Endocrinology & Metabolism
- Neurology
- Cardiology

Evolving eConsult from a Project to a Provincial Program

The ministry released a memo on December 22, 2017 to LHIN CEOs to share the vision of the eConsult provincial program.

“As part of the new eConsult program, BASE and OTN eConsult will be deployed together provincially as a blended service to ensure all Ontarians have equitable access irrespective of their region. Furthermore, **BASE will be the reference model for regionally-focused managed services as they become ready.** This means that providers will be able to access local communities of practice in addition to provincial-level service. To ensure that all specialists can be accessed through eConsults and to facilitate primary care provider choice to an individual specialist or self-organized programs, the direct to specialist model will also coexist with the managed service model. **This blended service will be made available through the OTN platform ensuring secure, private, and integrated access to virtual care services in the province of Ontario.**”

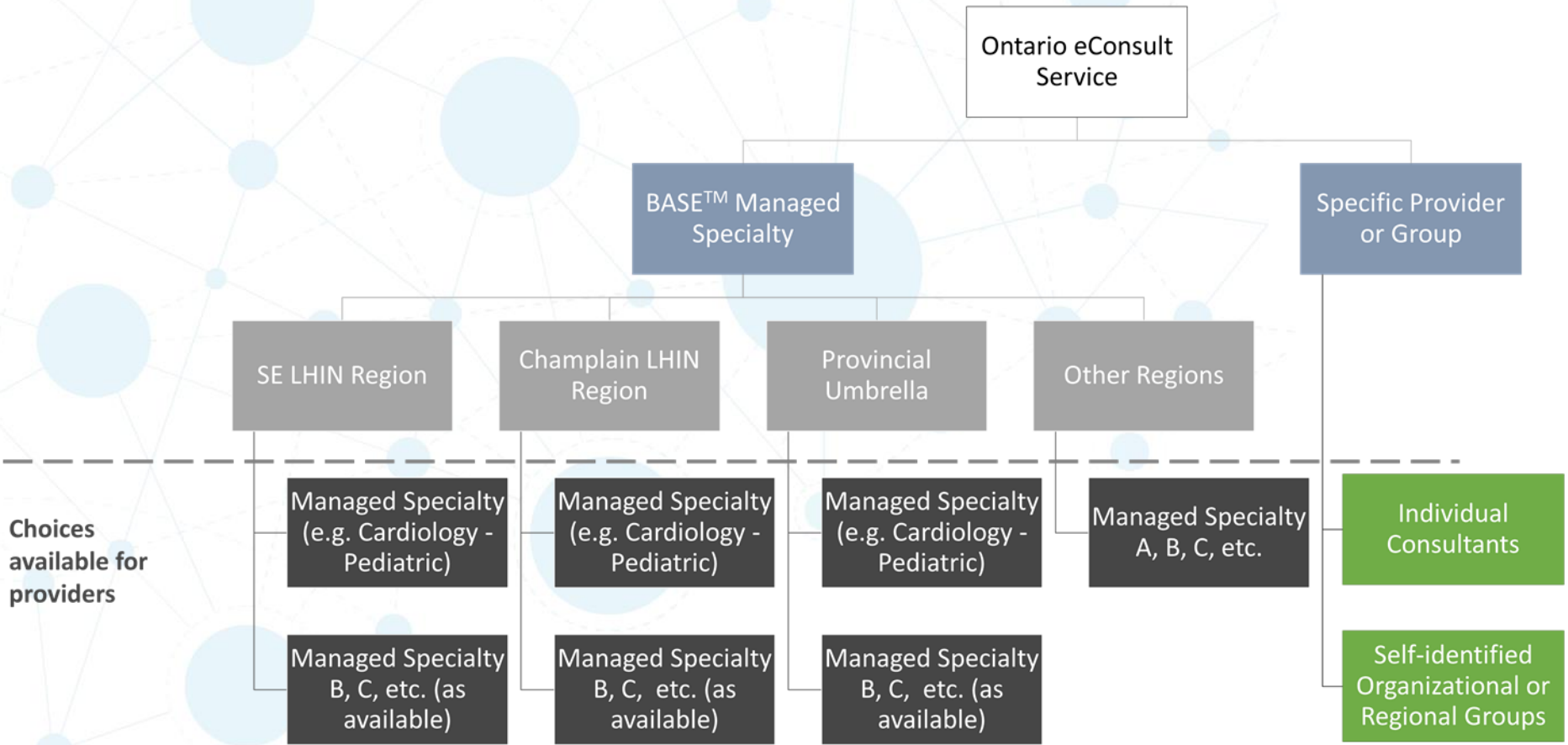
- Excerpt from memorandum to LHIN CEOs

What is the BASE™ (Building Access to Specialists through eConsultation) managed service model?

- Equitable access for all patients
- Regional focus to maintain communities of practice when possible
- Specialists typically accessed under a specialty group rather than an individual specialist
- Clinical champions provide leadership in engagement and adoption to ensure service is tailored to needs
- Quality assurance metrics are routinely collected and communicated to specialists

www.champlainbaseeConsult.ca

Conceptual Model



What does this mean for me?

- SWO Region blended service launch June 28, 2018
- More specialty services available
- Regional where possible
- Single sign on to access both managed service and direct-to-specialist



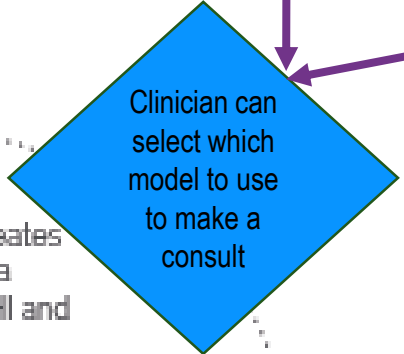
SWO - Blended Model

- 4 LHINS (ESC,SW,WW,HNHB)
- Support both options
- Provide clinician support for onboarding and adoption
- Provide centralized administration for group management and clinician remuneration

Option 1 –
Managed Model
allows selection of specialty and have response from first specialist in the group



Option 2 –
Can choose to direct eConsult request to identified specialist or self-organized group



1
eConsult
Requesting clinician sees patient, collects PHI such as:

- Exam results
- Lab results
- Digital photos

All Within 5 Days



2
eConsult
Requesting clinician creates and sends eConsult to a specialist along with PHI and clinical question



3
Specialist reviews patient data

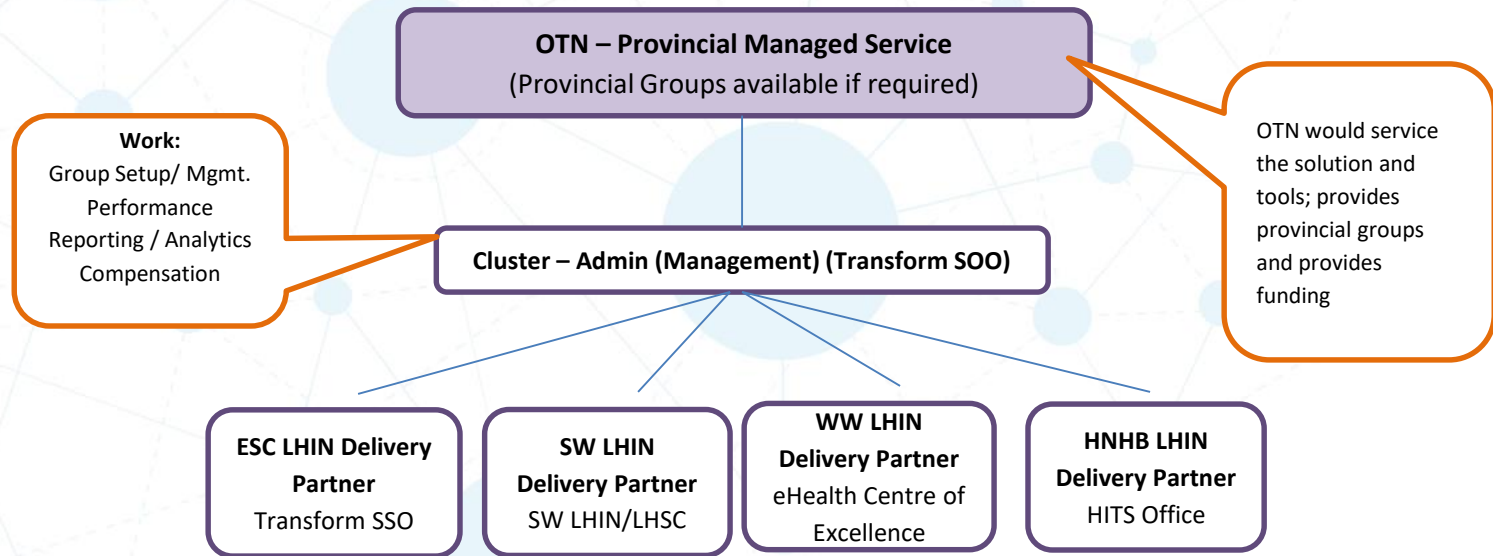


4
eConsult
Specialist:

- Answer clinical question, or
- Provide a consult or report, or
- Requests the patient be referred

SWO - Blended Model

- Ability to leverage best practice
- Ability to be efficient in central management



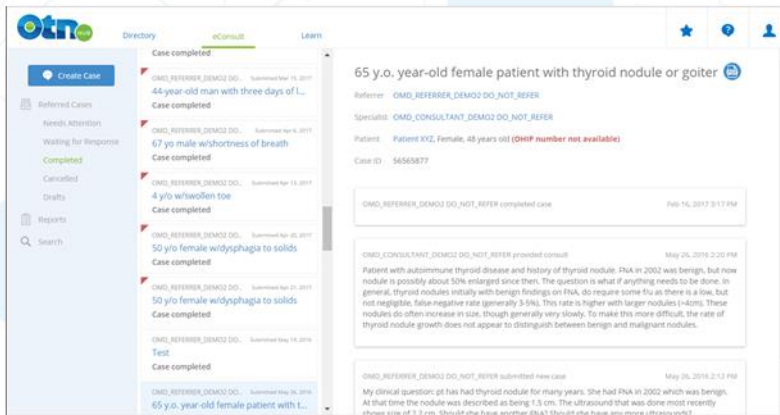
Delivery Partners will be responsible for clinician engagement and onboarding.

For more information Contact:

HNHB LHIN: andrew.szasz@lhins.on.ca
WW LHIN: Wendy.Lang@ehealthCE.ca
SW LHIN: NoorAmin.Noorani@lhins.on.ca
ESC LHIN: pete.crvenkovski@lhins.on.ca

OTN eConsult – Web and EMR

Web access through OTN hub



EMR access (currently available through QHR Accuro and OSCAR EMR)





OTN eCONSULT ON THE WEB PORTAL

Available province-wide for physicians and nurse practitioners
(alternate solutions available in MH, SE and Champlain LHINs)

Create a New eConsult

The screenshot displays the Otnhub web application interface. At the top left is the 'otnhub' logo. On the right, there is a user greeting 'Welcome Dr. Referrer Shah' with a dropdown arrow, and navigation links for 'Directory', 'eConsult' (which is highlighted with a green underline), and 'Learn'. A left-hand sidebar contains a 'Create Case' button and a list of case categories: 'Referred Cases' (with a sub-item 'Needs Attention' highlighted in green), 'Waiting for Response', 'Completed', 'Cancelled', 'Drafts', 'Reports', and 'Search'. The main content area is titled 'Cases That Need My Attention' and lists five cases:

Case Name	Submitted Date	Status
Steve Shah Ankle pain	Submitted Nov 18, 2015	Consult provided
Steve Shah Chest congestion	Submitted Nov 18, 2015	Note added
Steveee Shah eye problem	Submitted Nov 23, 2015	Consult provided
Steve Shah retina images	Submitted Nov 23, 2015	Consult provided
Steve Shah Test - eConsult Response Time	Submitted Dec 15, 2015	Note added

Select a Specialist or Specialty Group

The screenshot displays the Otnhub eConsult interface. At the top left is the Otnhub logo. The top right shows a user greeting: "Welcome Dr. Referrer Shah" with a dropdown arrow. Below this are navigation tabs for "Directory", "eConsult" (which is highlighted), and "Learn".

On the left side, there is a sidebar with a "Create Case" button and a list of case categories: "Referred Cases" (subdivided into "Needs Attention", "Waiting for Response", "Completed", "Cancelled"), "Drafts", "Reports", and "Search".

The main content area is split into two columns. The left column, titled "Draft Cases", lists several draft cases, each starting with "Dr. Referrer Shah" and followed by a "Draft case" label. The cases include "Test - eConsult Response Time" and "Znojku Smrdicu mnogo smrde n...".

The right column is a form for creating a new case. It includes the following fields:

- *Referrer:** Dr. Referrer Shah, Audiology
- *Specialist:** A dropdown menu is open, showing "Steve Shah, Alternative Healing Therapy" as the selected option. Other visible options are "Steve Shah, Alternative Healing Therapy, LHIN 1, Staging" and "Dr. Brian Test, Clinical Immunology and Allergy, LHIN 7, 105 Moatfield".
- Patient:** A section with several input fields:
 - *First Name:** Enter first name...
 - Middle Name:** Enter middle name...
 - *Last Name:** Enter last name...
 - *DOB:** A date input field with the format "YYYY-MM-DD" and a calendar icon.
 - *Gender:** Radio buttons for "Male", "Female", and "Other".
 - *OHIP:** An input field for "Enter patient OHIP num" and "Version coc", with a checkbox for "OHIP number not available".
- *Question:** Enter the clinical question...
- History:** A text area for "Enter history of present illness and other relevant data (such as the laboratory tests) to help the specialist provide a more meaningful consult".

Clinical Question & Supporting Information

The screenshot displays the Otnhub eConsult interface. At the top left is the Otnhub logo. On the right, there is a user greeting "Welcome Dr. Referrer Shah" and navigation links for "Directory", "eConsult" (which is highlighted), and "Learn".

A left-hand sidebar contains a "Create Case" button and a list of case categories: "Referred Cases" (with sub-items "Needs Attention", "Waiting for Response", "Completed", "Cancelled"), "Drafts" (highlighted), "Reports", and "Search".

The main content area is titled "Draft Cases" and shows a list of draft cases. The selected case is expanded, showing the following details:

- *Referrer:** Dr. Referrer Shah, Audiology
- *Specialist:** Steve Shah, Alternative Healing Therapy, Acton, LHIN 1, Staging
- Patient Information:**
 - *First Name: Test
 - Middle Name: Test
 - *Last Name: Test
 - *DOB: 1981-03-31
 - *Gender: Male Female Other
 - *OHIP: Enter patient OHIP number... (with a "Version code" field)
 - OHIP number not available
- *Question:** At what point / frequency would you consider these to be 'abnormal'?
- Text:**

I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.

This young, healthy patient has been experiencing frequent palpitations for several years. She recently completed a 24h Holter monitor, the results of which I interpret as relatively normal but I was hoping to have further input from cardiology to ensure there is no cause for concern regarding atrial and ventricular ectopy (both of which occurred rarely).

At what point / frequency would you consider these to be 'abnormal'? The impression of the result is pasted below. Thank you!
- Buttons:** High Priority, Draft Saved, Delete Draft, Send

At the bottom of the page, there are links for "Terms & Conditions", "Privacy Statement", "otn.ca", "Email Support or call 1.855.654.0888", and "Feedback".

A Specialist's View of the Request for eConsult

Otnhub Welcome Steve Shah ▾

[Directory](#) [eConsult](#) [Learn](#)

[Create Case](#)

Consults

Needs Attention

Waiting for More Info

Consult Provided

Consult Declined

Referred Cases

Needs Attention

Waiting for Response

Completed

Cancelled

Drafts

Reports

Search

Note added
Dr. Referrer Shah Submitted Dec 15, 2015 test - eConsult to group Note added
Dr. Referrer Shah Submitted Dec 16, 2015 Test - Notes with attachments Note added
Dr. Referrer Shah Submitted 15 days ago test-clinical-question New case submitted
Dr. Referrer Shah Submitted 13 days ago bbbbbbbbbbbbbbbbbbbbbbbbbbbbbb... New case submitted
Steve Shah Submitted 11 days ago What? New case submitted
Dr. Referrer Shah Submitted Yesterday test time New case submitted (Draft note)
Dr. Referrer Shah Submitted Today test New case submitted
Dr. Referrer Shah Submitted Today At what point / frequency would you c... New case submitted

At what point / frequency would you consider these to be 'abnormal'?

Referrer [Dr. Referrer Shah](#)

Specialist [Steve Shah](#)

Patient [Test Test Test](#), Male, 34 years old (OHIP number not available)

Case ID 27740947

[Provide Consult](#) [Request More Info](#) [Decline Consult](#)

Dr Referrer Shah submitted new case Feb 02, 2016 3:11 PM

I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.

This young, healthy patient has been experiencing frequent palpitations for several years. She recently completed a 24h Holter monitor, the results of which I interpret as relatively normal but I was hoping to have further input from cardiology to ensure there is no cause for concern regarding atrial and ventricular ectopy (both of which occurred rarely).

At what point / frequency would you consider these to be 'abnormal'? The impression of the result is pasted below. Thank you!

TSH 1.0, Hct 38.5, normal electrolytes, normal creatinine

Holter report: During the 24 -hour, 3-channel Holter monitor recording, the predominant rhythm was sinus at rates of 49 to 176 beats per minute (bpm); average 90 bpm. Rare premature atrial complexes Episodes of ectopic atrial rhythm Rare multiform premature ventricular complexes Rare ventricular couplets During symptoms of palpitations, there was sinus tachycardia with heart rate 105 to 112 bpm.

[Terms & Conditions](#) [Privacy Statement](#) otn.ca Email Support or call 1.855.654.0888 Feedback

Specialist Selects 'Provide Consult'

otnhub Welcome Steve Shah ▾

[Directory](#) [eConsult](#) [Learn](#)

[Create Case](#)

Consults

- Needs Attention
- Waiting for More Info
- Consult Provided
- Consult Declined

Referred Cases

- Needs Attention
- Waiting for Response
- Completed
- Cancelled
- Drafts

Reports

Search

Note added

Dr. Referrer Shah Submitted Dec 15, 2015

[test - eConsult to group](#)

Note added

Dr. Referrer Shah Submitted Dec 16, 2015

[Test - Notes with attachments](#)

Note added

Dr. Referrer Shah Submitted 15 days ago

[test-clinical-question](#)

New case submitted

Dr. Referrer Shah Submitted 13 days ago

[bbbbbbbbbbbbbbbbbbbbbbbbbbbbbb...](#)

New case submitted

Steve Shah Submitted 11 days ago

[What?](#)

New case submitted

Dr. Referrer Shah Submitted Yesterday

[test time](#)

New case submitted (Draft note)

Dr. Referrer Shah Submitted Today

[test](#)

New case submitted

Dr. Referrer Shah Submitted Today

[At what point / frequency would you c...](#)

New case submitted

At what point / frequency would you consider these to be 'abnormal'?

Referrer [Dr. Referrer Shah](#)

Specialist [Steve Shah](#)

Patient [Test Test Test, Male, 34 years old \(OHIP number not available\)](#)

I have all I need to provide consult

[Provide Consult](#) [Request More Info](#) [Decline Consult](#)

Enter note...

[Save as Draft](#) [Send](#)

Drag and drop files here

Dr Referrer Shah submitted new case Feb 02, 2016 3:11 PM

I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.

This young, healthy patient has been experiencing frequent palpitations for several years. She recently

Terms & Conditions Privacy Statement otn.ca Email Support or call 1.855.654.0888 Feedback

Specialist Responds to Clinical Question

The screenshot displays the Otnhub interface. On the left is a navigation sidebar with a 'Create Case' button and categories like 'Consults' (Needs Attention, Waiting for More Info, Consult Provided, Consult Declined) and 'Referred Cases' (Needs Attention, Waiting for Response, Completed, Cancelled, Drafts, Reports, Search). The main content area is split into a left column of case cards and a right column for the active case.

Case Cards (Left Column):

- Card 1:** Note added. Dr. Referrer Shah, Submitted Dec 15, 2015. **test - eConsult to group**. Note added.
- Card 2:** Note added. Dr. Referrer Shah, Submitted Dec 16, 2015. **Test - Notes with attachments**. Note added.
- Card 3:** Note added. Dr. Referrer Shah, Submitted 15 days ago. **test-clinical-question**. New case submitted.
- Card 4:** Note added. Dr. Referrer Shah, Submitted 13 days ago. **bbbbbbbbbbbbbbbbbbbbbbbbbbbbbb...**. New case submitted.
- Card 5:** Note added. Steve Shah, Submitted 11 days ago. **What?**. New case submitted.
- Card 6:** Note added. Dr. Referrer Shah, Submitted Yesterday. **test time**. New case submitted (Draft note).
- Card 7:** Note added. Dr. Referrer Shah, Submitted Today. **test**. New case submitted.
- Card 8:** Note added. Dr. Referrer Shah, Submitted Today. **At what point / frequency would you c...**. New case submitted.

Active Case (Right Column):

- Title:** At what point / frequency would you consider these to be 'abnormal'?
- Referrer:** Dr. Referrer Shah
- Specialist:** Steve Shah
- Patient:** Test Test Test, Male, 34 years old (OHIP number not available)
- Case ID:** 27740947
- Actions:** Provide Consult, Request More Info, Decline Consult
- Response:**

I see from the note that she is an otherwise healthy female who was seen for palpitations which are described as 1-5 beats, mostly asymptomatic and doesn't stop her from doing activity. The ~~holter~~ report shows rare PACs and PVCs but these did not occur during her noted symptoms of palpitations when she had just sinus tachycardia. PACs and PVCs therefore appear to be asymptomatic during this test.

These are commonly seen on monitoring in young individuals and are considered a normal finding. They were very rare and given they occurred at a very low frequency) here just 9 total PACs and 24 total ventricular ectopic beats in a 24 hour time period) without symptoms, we would just continue to watch for
- Buttons:** Draft Saved, Send
- File Upload:** Drag and drop files here
- Activity Log:**
 - Dr Referrer Shah submitted new case Feb 02, 2016 3:11 PM
 - I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.
 - This young, healthy patient has been experiencing frequent palpitations for several years. She recently

Specialist Indicates Time Spent on Consult

The screenshot displays the Otnhub eConsult interface. On the left, a sidebar lists various case statuses: Consults (Needs Attention, Waiting for More Info, Consult Provided, Consult Declined), Referred Cases (Needs Attention, Waiting for Response, Completed, Cancelled, Drafts), and Reports (Search). The main content area shows a list of cases on the left and a detailed view of a case on the right. A modal dialog is open in the center, titled "Time spent on consult: 16 - 20 minutes" with a dropdown menu. Below the title is a text input field containing "I hope this helps". The modal has "OK" and "Cancel" buttons. The background case view shows a question: "At what point / frequency would you consider these to be 'abnormal'?" and a response: "I see from the note that she is an otherwise healthy female who was seen for palpitations which are described as 1-5 beats, mostly asymptomatic and doesn't stop her from doing activity. The holter report shows rare PACs and PVCs but these did not occur during her noted symptoms of palpitations when she had just sinus tachycardia. PACs and PVCs therefore appear to be asymptomatic during this test. These are commonly seen on monitoring in young individuals and are considered a normal finding. They were very rare and given they occurred at a very low frequency (here just 9 total PACs and 24 total ventricular ectopic beats in a 24 hour time period) without symptoms, we would just continue to watch for". The interface also includes a "Provide Consult" button, a "Request More Info" button, and a "Decline Consult" button. At the bottom, there is a "Draft Saved" button and a "Send" button. The footer contains the URL "https://econsult.stagingotn.ca/", a privacy statement, and contact information for otn.ca, email support, and a feedback link.

Requesting Clinician Reviews Specialist Response

otnhub Welcome Dr. Referrer Shah ▾

Directory eConsult Learn

[Create Case](#)

Referred Cases

Needs Attention

Waiting for Response

Completed

Cancelled

Drafts

Reports

Search

Steve Shah Ankle pain Consult provided	Submitted Nov 18, 2015
Steve Shah Chest congestion Note added	Submitted Nov 18, 2015
Steveeee Shah eye problem Consult provided	Submitted Nov 23, 2015
Steve Shah retina images Consult provided	Submitted Nov 23, 2015
Steve Shah Test - eConsult Response Time Note added	Submitted Dec 15, 2015
Steve Shah test - Reject eConsult Consult declined	Submitted Dec 15, 2015
Steve Shah aaaaaaaaaaaaaaaaaaaaaaaaaaaaa... Consult provided	Submitted 13 days ago
Steve Shah At what point / frequency would you c... Consult provided	Submitted Today

At what point / frequency would you consider these to be 'abnormal'?

Referrer **Dr. Referrer Shah**

Specialist **Steve Shah**

Patient **Test Test Test** Male, 34 years old **(OHIP number not available)**

My clinical question has been answered. I want to mark the case as completed

[Complete](#) [Add Note](#)

Steve Shah provided consult Feb 02, 2016 3:21 PM

I see from the note that she is an otherwise healthy female who was seen for palpitations which are described as 1-5 beats, mostly asymptomatic and doesn't stop her from doing activity. The holter report shows rare PACs and PVCs but these did not occur during her noted symptoms of palpitations when she had just sinus tachycardia. PACs and PVCs therefore appear to be asymptomatic during this test.

These are commonly seen on monitoring in young individuals and are considered a normal finding. They were very rare and given they occurred at a very low frequency (here just 9 total PACs and 24 total ventricular ectopic beats in a 24 hour time period) without symptoms, we would just continue to watch for now.

Dr Referrer Shah submitted new case Feb 02, 2016 3:11 PM

I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.

This young, healthy patient has been experiencing frequent palpitations for several years. She recently completed a 24h Holter monitor, the results of which I interpret as relatively normal but I was hoping to have further input from cardiology to ensure there is no cause for concern regarding atrial and ventricular ectopy (both of which occurred rarely).

At what point / frequency would you consider these to be 'abnormal'? The impression of the result is pasted below. Thank you!

Requesting Clinician Adds Comment & Completes Consult

The screenshot displays the Otnhub eConsult interface. On the left is a sidebar with navigation options: 'Create Case', 'Referred Cases', 'Needs Attention', 'Waiting for Response', 'Completed', 'Cancelled', 'Drafts', 'Reports', and 'Search'. The main area is divided into two columns. The left column shows a list of cases with details like the provider (Steve Shah), the issue (Ankle pain, Chest congestion, eye problem, retina images), and the status (Consult provided, Note added, Consult declined, Consult provided). The right column shows a detailed view of a case titled 'At what point / frequency would you consider these to be 'abnormal?'. It includes the referrer (Dr. Referrer Shah), specialist (Steve Shah), patient information (Test Test Test, Male, 34 years old), and case ID (27740947). Below this, there are buttons for 'Complete' and 'Add Note'. A text box contains a comment: 'Thank you very much, I was a bit concerned about the PACs and PVCs, but this appears to be ok based on your feedback. Thanks!'. Below the comment is a green 'Complete' button. Further down, there is a section for the consult provided by Steve Shah on Feb 02, 2016 at 3:21 PM, containing a detailed medical note. At the bottom, there is a section for a new case submitted by Dr. Referrer Shah on Feb 02, 2016 at 3:11 PM, with the text 'I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.' The footer contains 'Terms & Conditions', 'Privacy Statement', 'otn.ca', 'Email Support or call 1.855.654.0888', and 'Feedback'.

otnhub Welcome Dr. Referrer Shah ▾

[Directory](#) [eConsult](#) [Learn](#)

[Create Case](#)

Referred Cases

Needs Attention

Waiting for Response

Completed

Cancelled

Drafts

Reports

Search

Steve Shah	Submitted Nov 18, 2015
Ankle pain	
Consult provided	

Steve Shah	Submitted Nov 18, 2015
Chest congestion	
Note added	

Steveeee Shah	Submitted Nov 23, 2015
eye problem	
Consult provided	

Steve Shah	Submitted Nov 23, 2015
retina images	
Consult provided	

Steve Shah	Submitted Dec 15, 2015
Test - eConsult Response Time	
Note added	

Steve Shah	Submitted Dec 15, 2015
test - Reject eConsult	
Consult declined	

Steve Shah	Submitted 13 days ago
aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa...	
Consult provided	

Steve Shah	Submitted Today
At what point / frequency would you c...	
Consult provided	

At what point / frequency would you consider these to be 'abnormal'?

Referrer [Dr. Referrer Shah](#)

Specialist [Steve Shah](#)

Patient [Test Test Test, Male, 34 years old \(OHIP number not available\)](#)

Case ID [27740947](#)

[Complete](#) [Add Note](#)

Thank you very much, I was a bit concerned about the PACs and PVCs, but this appears to be ok based on your feedback. Thanks!

[Complete](#)

Steve Shah provided consult Feb 02, 2016 3:21 PM

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These are commonly seen on monitoring in young individuals and are considered a normal finding. They were very rare and given they occurred at a very low frequency (here just 9 total PACs and 24 total ventricular ectopic beats in a 24 hour time period) without symptoms, we would just continue to watch for now.

Dr Referrer Shah submitted new case Feb 02, 2016 3:11 PM

I am referring Test, a 23 y.o. y/o female, to Cardiology for evaluation and treatment of arrhythmia.

[Terms & Conditions](#) [Privacy Statement](#) [otn.ca](#) [Email Support or call 1.855.654.0888](#) [Feedback](#)

Standard Prompt (Need for Referral)

The screenshot displays the Otnhub eConsult interface. On the left, a sidebar contains navigation options: 'Create Case', 'Referred Cases', 'Needs Attention', 'Waiting for Response', 'Completed', 'Cancelled', 'Drafts', 'Reports', and 'Search'. The main content area shows a list of cases on the left and a detailed view of a case on the right. The case being viewed is for 'Ankle pain' by Steve Shah, submitted on Nov 18, 2015, with a status of 'Consult provided'. A modal dialog box is overlaid on the case view, titled 'Before you complete...'. The dialog contains the question: 'Do you need to send this patient for an in person appointment?' with radio buttons for 'Yes' and 'No' (selected). Below the question is a text input field labeled 'Enter comments...'. At the bottom of the dialog are 'OK' and 'Cancel' buttons. The background case view shows a 'Thank you very much...' message and a 'Complete' button. Below that, there is a consultation note from Steve Shah dated Feb 02, 2016, discussing palpitations and a holter report. At the bottom of the interface, there is a footer with a URL, privacy statement, and contact information.

Consult Now Marked as 'Completed'

The screenshot displays the Otnhub eConsult interface. On the left is a navigation sidebar with categories like 'Create Case', 'Consults', 'Referred Cases', 'Reports', and 'Search'. The main area is split into two columns. The left column shows a list of cases with their status (e.g., 'Case completed', 'Consult provided') and submission dates. The right column shows a detailed view of a specific case titled 'At what point / frequency would you consider these to be 'abnormal?'. This view includes the referrer (Dr. Referrer Shah), specialist (Steve Shah), patient information (Test Test Test, Male, 34 years old), and a case ID (27740947). Below this, there are three message boxes: a completion notice from Dr. Referrer Shah, a response from Steve Shah providing a consult, and a new case submission from Dr. Referrer Shah.

A background graphic consisting of a network of light blue circles of various sizes connected by thin, light blue lines. Some circles are larger and more prominent, while others are smaller. The lines are a mix of solid and dashed, creating a complex, interconnected web pattern.

Blended Service - Upcoming Release

Blended Service - User Experience Workflows (mockup screens)

Request Consult

*Specialty

*Region [Change](#)
[View Directory Profile >>](#)

*Model BASE™ Managed Specialty
 Specific Provider or Group

*Specialist

Telemedicine Service Details
 Perinatal / Reproductive Psychiatry (Pregnancy, postPartum, menopause)

eConsult Case Conditions
 Other conditions: Only pregnancy, postpartum, anxiety / mood disorder related to perimenopause, or premenstrual dysphoric disorder.

Patient Eligibility
 Only pregnancy, postpartum, anxiety / mood disorder related to perimenopause, or premenstrual dysphoric disorder. Urgent consultations or consultations for third parties not available.

- Specialist carl
- Dr. Jan Carstonliu, Toronto, LHIN 7, Family /General Practice Medicine,Anaesthesiology
 - Dr. Darren Cargill, Windsor, LHIN 1, Family /General Practice Medicine,Family Medicine
 - Dr. Monika J Spurek, Hamilton, LHIN 4, Cardiology/Internal Medicine
 Telemedicine service: Cardiology
 - Cardiology Specialty Group, Province-wide Specialty Group
 - Dr. Nisar Huq, London, LHIN 2, Cardiology/Internal Medicine
 - Dr. Carol Leet, Brampton, LHIN 5, Paediatrics
 - Dr. Carmine Simone, Barrie, LHIN 12, Thoracic Surgery
 - Dr. Cara Brown, Toronto, LHIN 7, Psychiatry
 - Dr. Carlos Marcelo M Kremenchtzky, London, LHIN 2, Neurology
 - Pediatric Cardiology Specialty Group, Province-wide Specialty Group
 - Dr. Samy Soliman, Strathroy, LHIN 2, Internal Medicine

Model Selection

The screenshot displays the eConsult interface. At the top, navigation tabs include Directory, Videoconference, eConsult (highlighted), Schedule, and Learn. On the right, there are icons for a star, a question mark, and a user profile. The left sidebar contains a 'Request Consult' button and a list of filters: Consults (Needs Attention (2), Waiting for More Info, Consult Provided, Consult Returned), Referred Cases (Needs Attention, Waiting for Response, Completed, Cancelled), Drafts (highlighted), Report, and Search. The main content area shows a 'Draft Cases' list with two entries for 'Sutha Vivekanand', each with a 'Draft case' label. The second entry is selected. To the right, the 'Requester' is identified as 'Dr. Sutha Vivekanand, Family / General Practice Medicine'. Below this, the '*Model' section offers two radio button options: 'BASE™ Managed Specialty' and 'Specific Provider or Group'. At the bottom right, there is a 'Comments' section with a '0 / 0' counter.

BASE Managed Specialty

The screenshot displays the Otn HUB eConsult interface. At the top, navigation tabs include Directory, Videoconference, eConsult (highlighted), Schedule, and Learn. On the right, there are icons for a star, a question mark, and a user profile. The left sidebar contains a 'Request Consult' button and a list of case statuses: Consults (Needs Attention (2), Waiting for More Info, Consult Provided, Consult Returned), Referred Cases (Needs Attention, Waiting for Response, Completed, Cancelled), Drafts (highlighted), and Report. The main content area shows a 'Draft Cases' list with two entries for 'Sutha Vivekanand', each with a 'Draft case' button. The selected entry is highlighted in light blue. To the right, the case details are shown: Requester 'Dr. Sutha Vivekanand, Family / General Practice Medicine', Model 'BASE™ Managed Specialty' (selected), and Specialty 'Cardiology' (selected from a dropdown menu). The dropdown menu also shows 'Anesthesiology' and 'Dermatology'. At the bottom right, there is a 'Comments' section with a grid icon and a '0 / 0' counter.

BASE Managed Specialty (2)

The screenshot displays the Otn HUB eConsult interface. At the top, navigation tabs include Directory, Videoconference, eConsult (active), Schedule, and Learn. On the right, there are icons for a star, a question mark, and a user profile. The left sidebar contains a 'Request Consult' button and a list of consult statuses: Consults (Needs Attention (2), Waiting for More Info, Consult Provided, Consult Returned), Referred Cases (Needs Attention, Waiting for Response, Completed, Cancelled), Drafts (highlighted), and Report. The main content area is titled 'Draft Cases' and shows a list of draft cases for 'Sutha Vivekanand', with the selected case highlighted in blue. The case details are as follows:

- Requester:** Dr. Sutha Vivekanand
- *Model:** BASE™ Managed Specialty, Specific Provider or Group
- *Specialty:** Cardiology (selected), Cardiology - General
- *Region:** Barrie Cardiology Group, LHIN 12 (with a 'Change' link and 'View Directory Profile >>' link)
- Patient Information:**
 - *First Name: Enter first name...
 - Middle Name: Enter middle name...
 - *Last Name: Enter last name...
 - *DOB: YYYY-MM-DD (with a calendar icon)
 - *Gender: Male, Female, Other
 - *OHIP: Enter patient OHIP number... (with a 'Version code' field)
 - OHIP number not available

At the bottom right, there is a 'Comments' section with a '0/0' counter.

Specific Provider or Group

The screenshot displays the Otn HUB eConsult interface. At the top, navigation tabs include Directory, Videoconference, eConsult (active), Schedule, and Learn. A left sidebar contains a 'Request Consult' button and a list of consult statuses: Consults (Needs Attention (2), Waiting for More Info, Consult Provided, Consult Returned), Referred Cases (Needs Attention, Waiting for Response, Completed, Cancelled), Drafts, Report, and Search. The main content area shows a 'Draft Cases' section for 'Sutha Vivekanand' with a 'Draft case' button. A tooltip provides details: 'Telemedicine Service Details: Perinatal / Reproductive Psychiatry (Pregnancy, postPartum, menopause)', 'eConsult Case Conditions: Other conditions: Only pregnancy, postpartum, anxiety / mood disorder related to perimenopause, or premenstrual dysphoric disorder.', and 'Patient Eligibility: Only pregnancy, postpartum, anxiety / mood disorder related to perimenopause, or premenstrual dysphoric disorder. Urgent consultations or consultations for third parties not available.' To the right, the 'Requester' is 'Dr. Sutha Vivekanand' and the '*Model' is 'Specific Provider or Group'. A search for 'cardiologist' is shown, resulting in a list of providers, with 'Dr. Cara Brown, Toronto, LHIN 7, Psychiatry' highlighted.

Requester Dr. Sutha Vivekanand

***Model** BASE™ Managed Specialty Specific Provider or Group

Specialist cardi

Telemedicine Service Details
Perinatal / Reproductive Psychiatry (Pregnancy, postPartum, menopause)

eConsult Case Conditions
Other conditions: Only pregnancy, postpartum, anxiety / mood disorder related to perimenopause, or premenstrual dysphoric disorder.

Patient Eligibility
Only pregnancy, postpartum, anxiety / mood disorder related to perimenopause, or premenstrual dysphoric disorder. Urgent consultations or consultations for third parties not available.

Dr. Jan Carstoniu, Toronto, LHIN 7, Family /General Practice Medicine, Anaesthesiology

Dr. Darren Cargill, Windsor, LHIN 1, Family /General Practice Medicine, Family Medicine

Dr. Monika J Spurek, Hamilton, LHIN 4, Cardiology, Internal Medicine
Telemedicine service: Cardiology

Cardiology Specialty Group, Province-wide Specialty Group

Dr. Nisar Huq, London, LHIN 2, Cardiology, Internal Medicine

Dr. Carol Leet, Brampton, LHIN 5, Paediatrics

Dr. Carmine Simone, Barrie, LHIN 12, Thoracic Surgery

Dr. Cara Brown, Toronto, LHIN 7, Psychiatry

Dr. Carlos Marcelo M Kremenutzky, London, LHIN 2, Neurology

Pediatric Cardiology Specialty Group, Province-wide Specialty Group

Dr. Samy Soliman, Strathroy, LHIN 2, Internal Medicine

OTN eCONSULT ON OSCAR EMR

- Limited users on proof of concept (40 family physicians and specialists)
- Plans to expand to all EMRs

How Does the Process Work in OSCAR?

Build: 14.0.0-2017/08/29/145500



OSCAR EMR Login

for external Wide Area Network access

Sign in

ONE ID ONE ID Login

Powered
by



KAI
INNOVATIONS

How Does the Process Work in OSCAR?

miDASH MRP DR. JEFF POLL GROUCH, OSCAR M 62 years 519-653-0001 Next Appt: Help | About

Preventions

- TST ... 08-Sep-2017
- 4A-Typh-I ... 31-Aug-2017
- 2V ... 07-Jun-2017
- 2V ... 26-Apr-2017
- 2V ... 26-Apr-2017

Tickler

- True North and CMH Diagnostic Change Text ... 01-Jun-2017

Disease Registry

- CHRONIC BRONCHITIS* ... 06-Sep-2017
- CORONARY ATHEROSCLEROSIS* ... 21-Jun-2017
- CONGESTIVE HEART FAILURE ... 01-May-2017
- TOBACCO USE DISORDER ... 17-Apr-2017
- ACQUIRED HYPOTHYROIDISM* ... 01-Feb-1971
- _ONG-TERM USE ANTICOAGUL ... 01-Feb-1971

Forms

- DN AR Enhanced ... 08-Aug-2017
- fourke2009 ... 01-May-2017
- Job Req 2010 ... 03-Mar-2017
- Self Efficacy ... 25-Jul-2016
- Self Management ... 25-Jul-2016
- F2Diabetes ... 11-Jul-2016

eForms

- n-health : ... 28-Aug-2017
- CMH - Adult - Here 24-7 Referral: ... 28-Aug-2017
- Letter: Letter_Generic ... 24-Aug-2017
- 3RH - WW Breast Centre: ... 23-Aug-2017
- Cambridge Cardiac Care Centre: ... 10-Aug-2017
- MSK Centre: ... 09-Aug-2017

Documents

- FEST ... 13-Feb-2017
- FEST ... 16-Jan-2017
- FEST ... 29-Nov-2016

Lab Result

- re:hi ... 20-Oct-2016
- yl ... 20-Oct-2016

Messenger

- yl ... 20-Oct-2016

Measurements

- 2DM Indicators
- INR Flowsheet
- Hypertension Flowsheet
- Diabetes Flowsheet
- IT ... 167 10-Aug-2017
- AT ... 130 10-Aug-2017

Consultations

- Brantford-ENT ... 20-Jun-2017
- 4H ... 03-May-2017
- Brantford-ENT ... 26-Apr-2017
- Brantford-ENT ... 26-Apr-2017
- Cambridge - Optometry ... 26-Apr-2017
- Cambridge - Dermatologist ... 26-Apr-2017

HRM Documents

- eConsult
- Demo of the eConsult Functionality 2(Cancell... 24-Mar-2017

Social History

- 2
- 1
- sldkfajals;dkjfla;kjflk;askk
- falksjdf;asdj;kfaskj
- lasdjflaskdjflask;
- askj;faskj;faskj
- askjdf;askdjf;laskjflask;d
- On-going concerns

Medical History

- fjsdkfks;fjdas;f;ajsdof;osa
- 1
- dasdasdasdas d
- asd as d as d as
- d asd as d as
- d as d as d as
- d as d as d as d as
- d as d as d as d as d as d
- VC Dyslipidemia Jan 1/17
- VC Discharge Jun 1/17
- VC reopen
- Prefers monthly prostate checks by Dr. H Arora
- Travels naked in a garbage can
- Smells like rotten fish and ogre feet
- Is nauseas green all the time

Allergies

- CIPRALEX -10MG ... 07-Jun-2017
- PENICILLINS, COMBINATIONS WITH OTHER ... 06-Jun-2017
- SEPTRA 400MG/80MG ... 23-Sep-2016
- NO KNOWN ALLERGIES ... 12-Jul-2016

Medications

- AMOXIL CAP 500MG take 1 po daily 100d Qty:3...
- ASA 325MG take 1 tab daily 90d Qty:90 Repe...
- ALESSE 28 take as directed Qty:3 pkg Repeats:4
- COUMADIN TAB 5MG Take as directed by doctor...
- FLOVENT HFA 125MCG inhale 1 puff bid for 180...
- VENTOLIN HFA 100MCG inhale 2 puffs qid prn ...

Other Meds

- wrote Rx for orthotics

Risk Factors

- father existing CVD 55yrs

Family History

- father existing CVD 55yrs

Unresolved Issues

- Resolved Issues
- Decision Support Alerts
- Episodes
- Health Care Team

397 Available notes have been downloaded

Search OSCAR Search Filter Calculators Templates

Psychomotor changes: "More than half the days"
 Thoughts of being 'better off dead' or hurting self: ""Several days""
 Ability to function: "Somewhat difficult"

Severity Score for @PHQ-9: 12
 (5-8 minimal; 9-12 minor; 13-14 major; 15-19 moderately severe; 20+ severe)
 Minor depression. Support, watchful waiting. If symptoms however are present for more than one month or there is severe functional impairment, consider active treatment.

GAD-7
 Over the last 2 weeks:

1. Feeling nervous, anxious, or on edge "Several days"
2. Not being able to stop or control worrying "Not at all"
3. Worrying too much about different things "Several days"
4. Trouble relaxing "Several days"
5. Being so restless that it's hard to sit still "Several days"
6. Becoming easily annoyed or irritable "Over half the days"
7. Feeling afraid as if something awful might happen "Not at all"

If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people? "Somewhat difficult"

@GAD-7: 6 / 21
 (5-9 mild; 10-14 moderate; 15+ severe)
 Mild anxiety.
 Further evaluation is recommended when the score is 10 or greater.
 [Signed on 07-Sep-2017 15:14 by Amanda Holmes]
 Editors: Holmes, Amanda;
 Assigned Issues

Encounter Date: 07-Sep-2017 15:14 Rev 1
 Enc Type: "face to face encounter with client"

Secure Ocean message sent by oscarUser on Mar 9, 2017 2:11 pm:
 Check out this messaging platform.
 BP: 120/80


Editors: Maheshwari, Anil;
 Encounter Date: 09-Mar-2017 14:16 rev4
 Enc Type: face to face encounter with client

https://webaccess.qmcft.ca:8443/oscar/casemgmt/newEncounterLayout.jsp#

How Does the Process Work in OSCAR?

Kai eConsult

 Drafts

 Referred Cases

 Consults

 Report

 Draft eConsult

View eConsult

 Print

Priority	Status	Created 6 months ago
ROUTINE	Cancelled	2017.03.24 12:45 -0400

Case 68044352

From Dr. Anil Maheshwari Phone : 519 623 4200

To ▶ OMD_CONSULTANT_DEMO1 DO_NOT_REFER Phone : 000 000 0000

Patient ▶ OSCAR GROUCH - male - 1955-06-15 - Born 62 years ago

Subject Demo of the eConsult Functionality 2

Comment

Comments

Comment notes added 5 months ago Cancelled by REFERRER Dr. Anil Maheshwari

Comment notes added 6 months ago More Info Requested by CONSULTANT OMD_CONSULTANT_DEMO1 DO_NOT_REFER

Dr. Maheshwari, Please provide additional data. i.e. severity and frequency. Thank you, Oscar

Comment notes added 6 months ago Submitted by REFERRER Dr. Anil Maheshwari

Example #1

Comment notes added 5 months ago Consult Provided by CONSULTANT Dr. Jamie GREGOR

The enzymes are minimally elevated and may be related to some fatty liver despite body habitus. They are not a contraindication to lipid lowering therapy. Review all medications and herbal supplements. Would suggest anti-HCV, alpha-1-antitrypsin, ceruloplasmin, ferritin, transferrin saturation, ANA, total IgG, ASMA, AMA as well as an anti-tTG (despite GFD) as sometimes mildly elevated enzymes are related to celiac disease (has he actually been diagnosed?)

Comment notes added 5 months ago Assigned by TRIAGE Linda Konkiewicz

Comment notes added 5 months ago Submitted by REFERRER Dr. Harpreet Arora

Dear Doctor, An otherwise healthy male had insurance physical. Liver function and cholesterol was elevated. Repeat was ordered with further work up. US of liver was negative. This is a young thin male that is on a gluten free diet and eats healthy. His dad has cholesterol issues. He doesn't do routine exercise. According to Framingham he will need to be on a statin in 5 years. No street drugs, no IV drugs. No tattoos. He doesn't drinking regularly, but some binge drinking 2-3 times a month. I was hoping to get advice on what to order next or does he need to see a specialist. Your advice is greatly appreciated.

Example #2

Comment notes added 4 months ago Consult Provided by CONSULTANT Dr. Janine McCreedy

As long as she has had 2 MMR vaccinations separated by 28 days there is no need to do additional MMR vaccine or check titres. Titres are not a reliable indicator of immunity for mumps. This means she may actually have some immunity and also means would not rely on titres for immunity and only acceptable form of immunity is either 2 documented valid doses of MMR or born prior to 1970. In her case she does not require any further vaccinations and nothing more to do. If she were to see a patient with mumps or suspected mumps she should wear appropriate personal protective equipment as a precaution. Thank you for consult. Janine

Comment notes added 4 months ago Assigned by TRIAGE Brenda Clark

Comment notes added 4 months ago Submitted by REFERRER Dr. Harpreet Arora

Dear Doctor Despite complete courses of immunization for MMR vaccine and boosters because she doesn't build immunity to mumps per labwork, how often do I booster as she states this has been an ongoing issue for her growing up. She is a internal medicine resident. Any suggestions. Thanks Dr H Arora

Title	Content Type	
2017050910180720170509100731348.pdf	application/pdf	Download

Example #3

Comment notes added 5 months ago Consult Provided by CONSULTANT Dr. Jeff Powis

Dear Dr. Arora, There is no oral antimicrobial regime that would be effective against the pseudomonas isolated. It is Ciprofloxacin resistant. Recurrent Otitis Externa rarely requires systemic antimicrobial therapy. Topical agents are usually effective in combination with microdebridement and removal of ppt factors. I would recommend referral to ENT for microdebridement. WRT topical agents if his TM is intact I would recommend Neomycin 0.35%, polymyxin B 10,000 units/mL, and hydrocortisone 0.5% otic solution AVOIDING PROMOTING FACTORS — Patient education regarding proper ear hygiene cannot be overemphasized. The adage 'don't put anything smaller than your elbow in your ear' to clean the ear canal is valuable advice. Patients should be told that the ear canal is self-cleaning and should not be cleaned with fingers, towels, cotton swabs, or other foreign objects. The ear should be protected from water during recovery from external otitis. This can be accomplished by placing a cotton ball coated with petroleum jelly in the ear canal while bathing. Patients with active external otitis should not swim. Ideally, patients should refrain from water sports for 7 to 10 days. Competitive swimmers may consider return at two to three days if pain has resolved and they wear well-fitted ear plugs. Hearing aids and ear phones should not be worn until pain and discharge have subsided. Prevention should be considered in patients with recurrent external otitis, particularly swimmers, immunocompromised hosts, and patients with a systemic dermatologic condition affecting the ear. Specific preventive measures for those who engage in water sports include use of ear plugs, shaking the ear dry after swimming, and blow drying the ear after water exposure (placing the blow dryer on a low setting 12 inches away from the ears). Drops containing alcohol and/or acetic acid help to dry the ear, prevent skin maceration, and re-acidify the ear canal, but it is unclear if any type of treatment prevents recurrence of external otitis. Hearing aids should be removed nightly and regularly cleaned. Regards,

Comment notes added 5 months ago Assigned by TRIAGE Linda Konkiewicz

Comment notes added 5 months ago Submitted by REFERRER Dr. Harpreet Arora

Dear Doctor, Patient was found to have recurrent Otitis Externa, ciprodex/locacorten were used prior to culture being done. Swab shows Pseudomonas. Please see attached cultures/sensitivities. Could you please make a recommendation of oral antibiotics. Your recommendation is greatly appreciated. Sincerely, Harpreet Arora MD

Example #4

Comment notes added 5 months ago Consult Provided by CONSULTANT Dr. Anatoli Freiman

Nevus & macular amyloidosis Observation Moisturise skin Reassess prn if changes

Comment notes added 5 months ago Assigned by TRIAGE Sinead Sally

Comment notes added 5 months ago Submitted by REFERRER Dr. Anil Maheshwari

Please comment on whether these back skin lesions needs a dermatology consult. These are birthmarks and the patient's wife states that both are darkening. They do not look suspicious to me and patient and wife want to make sure they are not precancerous/cancerous.



Title

Content Type

IMG_7637.JPG

image/jpeg

[Download](#)

Appropriate eConsult Issues

- Dermatological issues – send a picture
- Quick medication questions (psychiatry)
- Questions on testing (GI)
- Reassuring patients

What Does the Future Hold?

- Establishing a local network (sub-LHIN/LHIN level)
- Good uptake by our local specialists
- Faster care for our patients
- Improved triaging

How Do You Sign Up for eConsult?

- Visit the Kent Room here today and sign up with an OntarioMD Practice Advisor
- E-mail econsult@ontariomd.com indicating you want to join eConsult



THANK YOU!

Questions?