

# Improving Access to Specialist Care using eServices

The Ontario eServices Program delivers digital services that support clinical workflows and facilitate smoother transitions in care and an improved patient experience.

**eConsult** and **eReferral** are two digital health tools available to you as part of the Ontario eServices Program

## Why use eConsult and eReferral?

**eConsult** is a secure web-based tool that allows timely access to specialist advice and often eliminates the need for a patient visit.

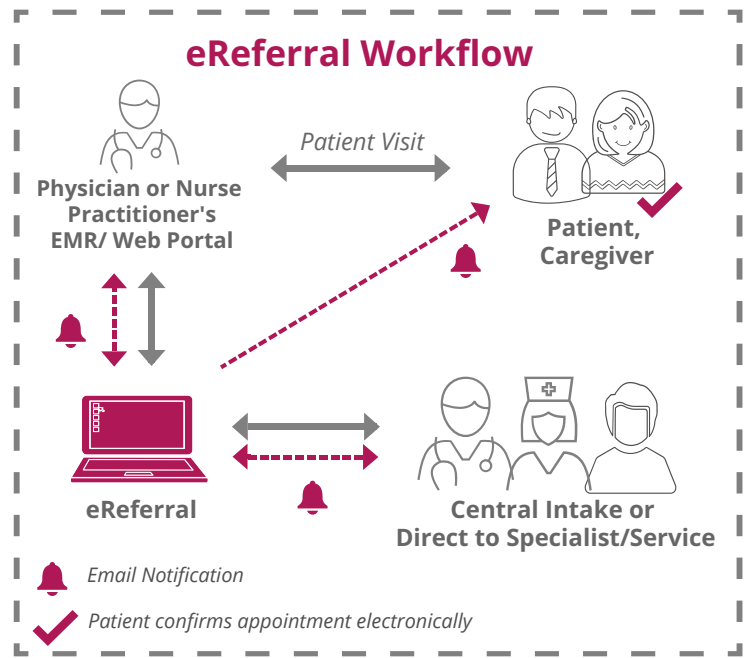
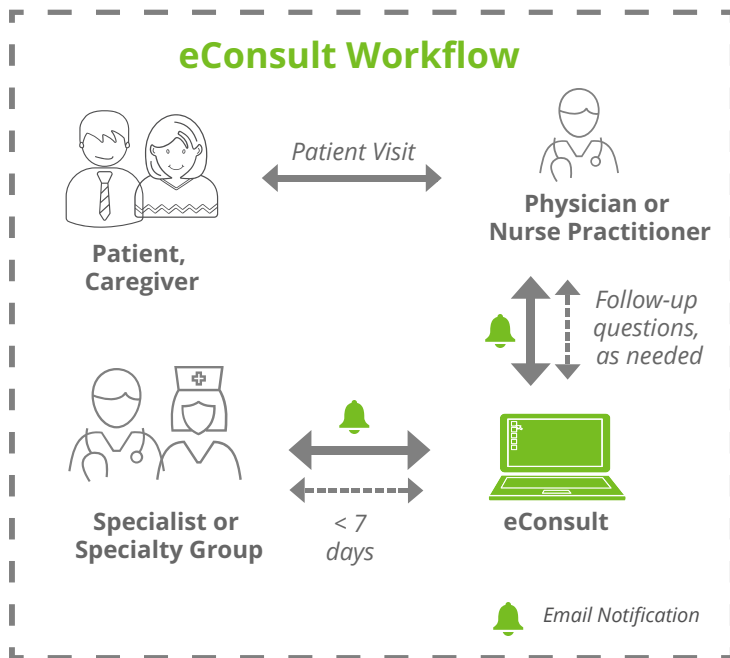
**eReferral** offers a more complete and efficient referral process when a patient visit is required.

### eConsult Case Example:

Patient with depression who has completed multiple anti-depressant trials but continues to have avolition, low energy, excessive sleepiness, low self-image and craving for sweets. PCP requests suggestions from the specialist regarding altering her medication treatment.

### eReferral Case Example:

Patient's depression has progressed, and COVID-19 is a significant factor. The PCP looks at the eReferral directory and finds a virtual counselling group for depression exacerbated by COVID-19 and sends a referral on the patient's behalf.



## Benefits of eServices

- More timely, transparent, equitable and appropriate access to specialty care and services for patients
- Prompts learning, knowledge sharing and improved care coordination between primary care and specialists
- Administrative time savings due to less time booking appointments or contacting patients, reduction in unnecessary referrals and no shows, and no need to track down lost referrals

"I love eConsult - so many questions in my day are too big to leave, too complicated to read about, but too small to require my patient to drive 500 km to the nearest specialist. Also, e-consult allows for specialist input now, not 10 months from now."  
- Dr. Larry Willms, Primary Care Provider, Sioux Lookout.

## eConsult FAQ

### What specialties are available?

Access to over [100 BASE™ managed specialties](#), including COVID-19 advice, and over 1500 individual specialists from across Ontario.

### How am I compensated?

The service is available at no cost to the provider. Where applicable, family physicians can bill OHIP using K738 fee code.

### Are these tools integrated with my EMR?

eConsult is integrated in some EMRs. Where EMR integration is not available we can work with you to tailor eConsult into your existing workflows.

## Sign up for eConsult

Sign up for the Ontario eConsult Service on the OTNhub today at [otnhub.ca/signup-info](https://otnhub.ca/signup-info).

For support signing up for eConsult or to tailor eConsult into your existing workflow, complete our [intake form](#) or contact us at [eConsultCOE@toh.ca](mailto:eConsultCOE@toh.ca).

For more information visit [www.eConsultOntario.ca](http://www.eConsultOntario.ca).

"eReferral is quick and the notifications are an excellent way of letting physicians know what is happening in the referral process." - Primary Care Provider, North Region

## eReferral FAQ

### Which specialists are available?

All the referral destinations that are currently accepting eReferrals through Ocean are publicly available on the Ocean Health Map ([oceanhealthmap.ca](https://oceanhealthmap.ca)).

### How much does it cost?

There is **no cost** for referring providers or referral receivers who are part of the Ontario eServices Program. Ocean user accounts and training are also available at no cost.

### Are these tools integrated with my EMR?

Yes, three of the most common EMRs (TELUS PS Suite® EMR, Accuro® EMR and OSCAR EMRs) are integrated with the Ocean eReferral platform. However, many clinicians without an integrated EMR system are using the web portal and have reported significant benefits.

## Sign up for eReferral

Interested in using eReferral? It's simple, just fill out this [quick form](#) or email us at [eReferral@ehealthce.ca](mailto:eReferral@ehealthce.ca) to get started today!

For more information, visit [www.ehealthce.ca/eReferral](http://www.ehealthce.ca/eReferral).

The Ontario eServices Program is co-led by the Ontario eConsult Centre of Excellence and the eHealth Centre of Excellence and is funded by the Ontario Ministry of Health.