



Max Rady School of Medicine



PARTICIPANT INFORMATION AND CONSENT FORM

BASE™ eCONSULT MANITOBA TERMS OF USE

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We would like to invite you to participate in, Improving Access to Specialist Advice through Electronic Consultation in Manitoba (BASE™ eConsult Manitoba).

BASE™ eConsult Manitoba Service Objectives:

Waiting for specialist care is a significant health issue in Canada, with many patients waiting months for specialist appointments. The BASE™ eConsult Manitoba service provides healthcare providers (HCP) with an asynchronous electronic communication tool that allows them to communicate directly with specialists via a web-based portal so they can obtain advice about their patient's care.

The BASE™ eConsult Manitoba service is based on a model and vision that healthcare providers and their patients will have equitable access to specialist advice through electronic consultation. Our goal is to facilitate the spread of this model to each health region in Manitoba to provide more equitable access to specialist advice.

Registering for the Service

Any HCP that wishes to improve access to specialist advice through the BASE™ eConsult service on behalf of their patients is required to register for the BASE™ eConsult Manitoba service and attend an orientation session.

Responsibility for eConsult

PCPs are responsible to manage each eConsult (or case) that they initiate. This includes obtaining patients verbal consent prior to sending an eConsult, ensuring they provide the specialist with sufficient information to answer their question, and using the highest standards to protect patient privacy and confidentiality. They are responsible for closing the case once the questions have been answered to their satisfaction, and completing the close out survey to help ensure the ongoing quality of the eConsult service.

The specialists responding to eConsults are responsible for providing an opinion based on the information included in the eConsult. If further information is required, or an opinion cannot be provided, this should be communicated to the HCP who submitted the question. It is expected that the responding provider will reply within seven days of receiving the eConsult, and indicate the time it took to review the case and respond. Responding specialist physicians may bill MB Health in 15-minute increments based on the criteria outlined in tariff 8627 for electronic consultation services provided on the BASE™ eConsult MB service. Other non-physician specialty providers who provide service on BASE™ eConsult MB, e.g., Nurse Practitioners, Pharmacists or other allied care specialists, will be remunerated at an agreed upon pro-rated hourly rate of \$50/hour. Specialty providers who participate during salaried time may forgo payment.

Role of Delegates

In some circumstances, a HCP will delegate the responsibilities for entering/retrieving eConsult data to an appropriate staff member (i.e. referral clerk) within their practice, or use eConsult to support their residents or trainees to submit cases under their supervision. The HCP is responsible for ensuring that the delegate has the necessary training and credentials for this role, and is responsible for advising the Manitoba eConsult service when a trainee or staff member no longer has a role as a delegate to the eConsult service.

Privacy and Confidentiality

The HCP submitting patient information maintains their role as the trustee of personal health information, as all direct collection of patient information is done within the originating provider circle of care, following all existing rules, regulations and laws. Individual HCPs, who are the trustees of the patient's health information, provide sufficient information so that a specialist may provide needed healthcare advice and recommendations for treatment.

The eConsult service collects personal health information indirectly as its database is a secure repository for patient information submitted by a provider. Through a series of workflows, information is transferred from this database into forms that only the identified parties involved in the eConsult interaction can access.

Access to the eConsult system requires individualized user accounts and is password protected. Requesting HCPs will only have visibility of consultations created by them (or by a delegate on their behalf), while responding HCPs (specialists) will only have visibility of consultations assigned to them. HCPs that use delegates to input information on their behalf are required to notify the BASE™ eConsult Manitoba service immediately once a delegate has changed roles or left the practice and should no longer have access on behalf of the assigning HCP.

The consultation response will be included in the record of the eConsult which can be accessed by the HCP following the closure of the case. The record can be downloaded by the HCP or their delegate and stored locally in paper or electronic formats. All privacy and security policies that apply to patient charts in the HCP office will apply to the consultation reply. The originating HCP agrees to download the eConsult transcript and label the eConsult record in the patient's medical records as an "eConsult" to distinguish the record from an in-person visit and help facilitate the potential future research of benefits associated with the use of eConsultation.

Use of Data for Research and Quality Improvement Initiatives

The primary use of the data submitted through the BASE™ eConsult Manitoba service will be to provide specialist advice to primary care or other HCPs sent on behalf of their patients.

Secondary use of the data may be used for quality improvement initiatives or to answer research questions. We do not combine or link personal information or personal health information as part of service operations. Linkage does occur using de-identified data as part of the research mandate, under the requirements for the use of data set by the research ethics board, and by the use of data sharing agreements when required.

VERSION DATE: 09/09/2023

PARTICIPANT INITIALS _____

BASE™ eConsult Manitoba Participant Information and Consent Form

Researchers have no access to the eConsult site. Data used for research is de-identified and extracted from the eConsult MB site by the Service Administrator or Program Manager and is save to a password protected computer. The data extracts are also setup with unique permissions, so that only identified individuals can view/access the data.

All research data will be kept for 10 years after termination of the study and then destroyed. The University of Manitoba Research Ethics Board may review the relevant study data for audit purposes.

Potential Risk

There is a potential risk that patients may prefer to see a specialist in person rather than have their HCP receive advice through an eConsultation. This process will not replace the need for all face-to-face consultations, and the HCP's will be asked to discuss the rationale for the request for the eConsultation with the patient.

Disclaimer

Shared Health makes no representations, warranties, conditions, promises or indemnities of any kind, express, implied, statutory or otherwise, in respect of the access to and use of BASE™ eConsult Manitoba. Shared Health hereby disclaims all warranties and conditions, whether express, implied or statutory, including but not limited to any (if any) warranties of non-infringement, merchantability, fitness for a particular purpose, or lack of virus.

No Liability

Shared Health is not responsible, and will not be liable to you or anyone else, for any losses, expenses, costs, damages or liability or any causes of action, actions, claims, demands, lawsuits or other proceedings, arising out of or in connection with your use, or inability to use, BASE™ eConsult Manitoba, even if Shared Health has been advised of the possibility of such liabilities.

Changes to the TOUs

Shared Health may terminate or refuse to permit the use of BASE™ eConsult Manitoba by any person, for any reason and without notice, and availability of BASE™ eConsult Manitoba and the Terms of Use may be amended or cancelled by Shared Health at any time without notice to you. Your continued use of BASE™ eConsult Manitoba signifies your acceptance of these Terms of Use, and any changes made thereto from time to time.

Contacts

For questions about the operations of the service or if you experience problems with the service, you may contact: Shared Health Service Desk

Phone: (204) 940-8500

Phone (toll-free): 1-866-999-9698 Email:

servicedesk@sharedhealthmb.ca

If you have questions about this program of research, you may contact: Dr.

Laurie Ireland

Phone: (204) 940-6000

Email: lireland@ninecircles.ca

Dr. Alexander Singer

Phone: (204)789-3314

Email: alexander.singer@umanitoba.ca

Consent

I have had an opportunity to read the information above and I understand the risks and benefits to me by participating in the service. I understand that I may withdraw at any time. I understand that the information may be published but my name will not be released in any publication or report associated with any research or quality improvement initiatives unless required by law.

Participation is voluntary. I understand that by completing the registration process, training and using the eConsult service, my consent to participate in the BASE™ eConsult Manitoba service and program of research is implied.

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BASE™ eCONSULT MANITOBA TERMS OF USE

Clinic, Hospital Name:	
Full Name:	
Specialty:	
License Number:	
Email:	
Phone Number:	
Date:	
Signature:	