



- This service is for non-urgent requests only.
- Due to the potential security and privacy risks associated with the TikTok app, you must delete the app from your work or personal device prior to using BASE eConsult on that device.

Landing Page

The Primary Care Provider role and the Delegate role allow you to create and submit cases.

You will receive an email notification from **Notifications@hinworks.on.ca** when you submit your eConsult or whenever the case changes status (ensure you refresh the landing page when you are logged in).

New specialties are listed here.

Click the **Announcements** title to see all history.

Click either to return to this main window.

Quick access to frequently used items.

Privacy reminder

Unsubmitted

When the specialist responds, the eConsult will appear in one of these 3 sections.

Forms in progress

Completed

Reference material

The screenshot shows the eConsult Manitoba landing page. Annotations point to various sections:

- Top Left:** eConsult Manitoba logo and navigation links: eConsult Specialties List, Completed eConsults, PASSWORD MANAGER.
- Top Center:** Tariff information section with a red arrow pointing to the "IMPORTANT" notice about new tariff codes effective October 1, 2023.
- Top Right:** Search bar and "Announcements" section with a red arrow pointing to the "New Specialty" announcements.
- Center:** Welcome message and "Privacy Reminder" section with a red arrow pointing to the privacy notice.
- Bottom Left:** "My eConsult forms needing my attention" section with three sub-sections:
 - Unsubmitted eConsults:** Table with columns: Name, Patient First Name, Patient Last Name, Specialty, PCP ID. It shows no items.
 - eConsults requiring more information:** Table with columns: Name, First Name, Surname, Specialty, PCP User ID. It shows one item: Adam Right, Test Dermatology, bonnie.hollingshead.
 - eConsults with a recommendation:** Table with columns: Name, Given Name, Surname, Specialty, PCP User ID. It shows no items.
 - eConsults recommending a referral:** Table with columns: Name, Given Name, Surname, Specialty, PCP User ID. It shows no items.
- Bottom Center:** "eConsult forms in progress" section with a table showing two items: Jason Mann (Test Dermatology - Pediatrics) and Stella Smart (Test Dermatology), both waiting for a specialist.
- Bottom Right:** "Completed eConsults" section with a table showing two items: Brenda Green and Jade Smith, both completed on 1/27/2023.
- Bottom Far Right:** "Supporting Documentation" section with a table showing one item: User Guides/Reference Material (3).
- Bottom Far Right:** "eConsult Discussions" section with a table showing one item: "Clicking eConsult link takes me to internet explorer" by Kelly Brown.

Do not use this section.

Log in

Click on the link below and log into BASE eConsult Manitoba with your username and password.

<https://www.healthcareworks.ca/eforms/econsultmb/default.aspx>

You can reset your password from the login screen at any time. →

Start a new eConsult

Click **Create a New eConsult** in the top left corner of the main menu and follow the steps below.

Fields in this section will be auto-populated with your contact information.

❗ If you have the Delegate role, there will be a dropdown menu to select the PCP. The fields will then be auto-populated.

Choose the specialty from the dropdown.

Click on the subspecialty (if required) or the general specialty.

If a specific specialist is required, type the name here.

Link to a directory listing of all the current specialties.

This field will be auto-populated.

Start a new eConsult cont'd

Step 3 - Patient Information

Date of birth *Req'd (dd/mm/yyyy) / / Select... Gender*Req'd Given Name Surname

MUST enter patient address PHIN MHSC - do not include colons

Would you like to attach electronic files containing pertinent information that will assist the consultant with better assessment of this case? No

***Note about Patient Consent and eConsult:**
Privacy has recommended that verbal consent be obtained from patients prior to sending an eConsult.

Enter the patient's DOB, Gender, Given Name & Surname. These fields are **mandatory** (they are required for billing purposes).

Enter the patient's address (incl city & postal code), PHIN and MHSC in this free text field. This is **mandatory** (it is required for billing purposes).

Note: When Specialists prepare to respond to the eConsult they will check for complete demographics and return the consult to you if information is missing; which will result in delayed responses.

To add attachments, select **Yes** and click on the paper clip to browse to the file. You can include a short description of the file if you choose in the text box below the field.



Dermatology

- PHIN/MHSC must be provided for the specialist
- ensure location of any images on the body are identified for the specialist

Hematology

- PHIN/MHSC must be provided for the specialist

You can type a message to the specialist in this box, copy/paste information from your EMR or type "see attachments" if your notes/photos already contain all of the information required.

If you are not ready to send the eConsult, you can click the small **Save** button below the bottom left of the comments box and come back to it later.

If you are ready to send the eConsult, click **Continue to Next Step**.

Step 4 - Background/History and Consultation Request

You may provide information concerning the patient in the space provided below (i.e. allergies, nutrition, social history), if this has not been provided in the attachment(s) already.

Consultation request should include the following elements (if applicable):

- Reason for consultation
- Specific treatments already prescribed
- Suggestions for possible treatments (i.e. I would like to optimize current treatment; I am inquiring about an alternative approach to the problem)
- **NOTE FOR DERM CASES:** Please ensure the location of any images on the body are identified for the specialist
- **NEW NOTE FOR DERMATOLOGY AND HEMATOLOGY:** Please ensure that a PHIN/MHSC number is provided for the specialist.

Please type request in the space provided below *Req'd

N.B. A clearly formulated question will assist the consultant in providing a clear recommendation.

Save

Continue to Next Step

Please note that it may be necessary to click on this button twice

Save or send the eConsult

Step 5- eConsult Confirmation

Request to be processed in 1 week on: 2021-06-08

- Recommendation is made
- Consultant requests additional information
- Consultant requests appointment for referral

What would you like to do?

Close Form Without Sending Go Back to Form Send the eConsult to Specialist

← Date of response

Save and come back to the form later.

Go back and add additional details before sending.

Submit your eConsult.



- You will receive an email notification confirming the submission of your eConsult (when using the Delegate role, both the delegate and the referring provider will receive a notification).
- Delete any information that you have saved to your computer and empty your computer's Trash/Recycle Bin.

Follow up or complete the eConsult

You will receive an email notification when the specialist responds (when using the Delegate role, both the delegate and the referring provider will receive a notification).

(Note: email updates are sent from **Notifications@lhinworks.on.ca** whenever the case changes statuses; ensure you refresh the landing page).

The response will be found under **My eConsult forms needing my attention** under one of 3 sections, depending on how the specialist responded.

Click on the consult to open it. →

Primary Care Providers

My eConsult forms needing my attention


Unsubmitted eConsults

Name Patient First Name Surname
There are no items to show in this view of the "PCP Unsubmitted eConsults"

eConsults requiring more information

Name First Name Surname
There are no items to show in this view of the "PCP Needs More Info"

eConsults with a recommendation

Name Given Name Surname
20210601151342514  Jenny

eConsults recommending a referral

Name Given Name Surname
There are no items to show in this view of the "PCP Referral Request"

 This icon  will appear to the right of each section, click to sort the responses.

Review the response to determine if you require more information or if you are ready to close the consult.

Specialist may have included an attachment. →

Specialist response will appear in this text field. →

To submit an additional question: choose **YES** from the dropdown and then click the **Continue to Next Step** and you will be prompted to submit an additional question.

“OR”

If you are satisfied with the response: choose **NO** and you will be prompted to complete a brief 5 question survey. Click **Continue to Next Step** when you are done.

(Note: these surveys are not anonymous, the eConsult support team will see the surveys and any feedback/comments are passed along to the specialists. User will be contacted if they state in the survey that they have experienced issues with the service.)

Step 2 - Patient Information

1 / 1 / 1950	Female	Jenny	Glass
Date of birth (dd/mm/yyyy)	Gender	Given Name	Surname

Attachments associated with this case:

Step 3 - Specific Question

Consultant Information (office ID: test.specialist1)



Test Urology	Test specialist1
Specialty	Consultant Name
355 Portage	IMB
Street Address	City/Municipality
204-999-9999	Province
Telephone	Facsimile
	E-Mail
	Postal Code
	dmac@sharedhealthmb.ca

eConsult Summary:

01-Jun-2021 13:42 (PCP Entry): PCP asked question: this is where you type your question
01-Jun-2021 13:42 (PCP Entry): eConsult created
01-Jun-2021 13:51 (Assigner Entry): eConsult assigned
01-Jun-2021 14:13 (Specialist Entry): Specialist provided recommendation of: This is my recommendation... suggestion for treatment ... suggestion for test ...

The specialist has provided the following recommendation:

This is my recommendation...
suggestion for treatment ...
suggestion for test ...

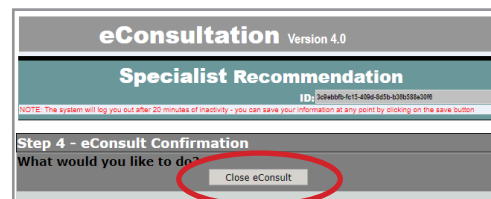
Do you wish to continue with this eConsult? Please choose...  

Continue to Next Step

Please note that it may be necessary to click on this button twice

Close the eConsult

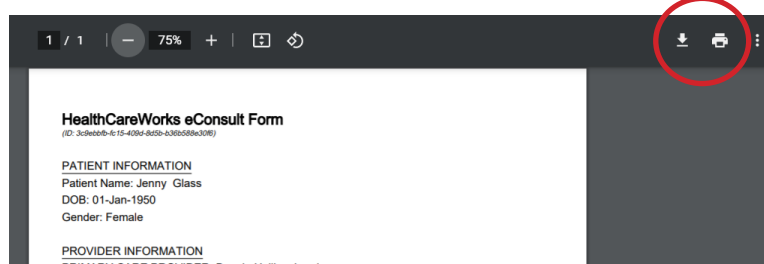
When you have received and reviewed all of the information and completed the survey, click **Close eConsult** (this will now show under the **Completed eConsults** section).



The screenshot shows the 'eConsultation Version 4.0' interface. Under the 'Specialist Recommendation' section, there is a 'Step 4 - eConsult Confirmation' section with the text 'What would you like to do?'. A button labeled 'Close eConsult' is circled in red.

Once the consult is closed, a transcript of all communication and any attachments can be printed or downloaded.

Download and save to upload it into your EMR, or print and scan the document into your EMR.



The screenshot shows the 'HealthCareWorks eConsult Form' with patient and provider information. In the top right corner, there is a download and print icon circled in red.

 If you are having issues opening PDF files and you are using Safari, try using a different browser.