



What is eConsult

- ▶ Electronic consultation (eConsult) is a secure asynchronous digital service for primary care providers (PCP) to submit non-urgent, patient-specific questions to a specialist outside of an in-person visit and receive a response (or advice) back within 7 days.
- ▶ There are currently 2 approved secure web-based platforms for electronic consultation in Manitoba: BASE eConsult and eConsult (Store and Forward).



Primary Care Providers

- ▶ Obtain verbal consent from patients.
- ▶ Have a clear and concise question and provide adequate information for the specialist to be able to answer (include attachments and any applicable images identifying the source and location).
- ▶ Ability to use delegates who can create, submit, and manage eConsults (referral clerk, nurse, administrator) on behalf of physicians and nurse practitioners.
- ▶ PCPs remains the most responsible provider through the eConsult interaction and must follow-up on recommendations made and download the eConsult transcript or record of response and place in the patient chart.
- ▶ eConsults do not replace or pre-empt the usual referral process for an in-person specialist visit.



Specialists

- ▶ Respond within 7 days.
- ▶ Provide collegial, educational advice, based on up-to-date evidence where applicable.
- ▶ Provide patient-specific detailed recommendations.
- ▶ Request additional information if required to answer the PCP's question.
- ▶ Recommend a referral for an in-person assessment if indicated.
- ▶ If appropriate, provide any advice for management or additional investigations that may be required while waiting for an in-person consultation.
- ▶ Maintain up-to-date contact information in your eConsult account.
- ▶ If a referral is recommended, the responding specialist has no obligation to see the patient but may make a recommendation on where to refer and/or additional investigations required prior to referral.



Access request and resources

- ▶ **BASE eConsult** - email servicedesk@sharedhealthmb.ca using *Subject line: BASE eConsult Access Request* and include the BASE eConsult Manitoba Participant Information and Consent Form found here <https://mbtelehealth.ca/bulletins-and-forms/>.
- ▶ **eConsult (Store and Forward)** - email servicedesk@sharedhealthmb.ca using *Subject line: eConsult (Store and Forward) Access Request* and include the iScheduler Access Form found here <https://mbtelehealth.ca/bulletins-and-forms/>.
- ▶ Links to the specialties and training material on both services can be found on our website <https://mbtelehealth.ca/training/>.



Billing and tariff information

- ▶ For billing advice visit <https://doctorsmanitoba.ca/managing-your-practice/remuneration/billing-fees/communication-between-providers/econsultation>.
- ▶ For questions about tariffs email practiceadvice@doctorsmanitoba.ca.