eConsult Reference Guide
REFERRAL

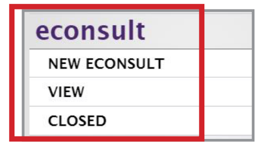
Service Desk 204-940-8500 Option 4, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1

- We recommend using Microsoft Edge or Google Chrome (Internet Explorer is no longer compatible with the iScheduler application).
- 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 eConsult on that device.

Login and Home Page

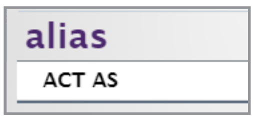
1 Click on the link below, enter your username and password and click **Submit.**
https://schedule.mbtelehealth.ca

2 Click **econsult** in the menu bar to expand the econsult menu.



Use an Alias (if applicable)

1 If submitting on behalf of a Primary Care Provider (PCP), select **alias** from the menu and then **ACT AS.**



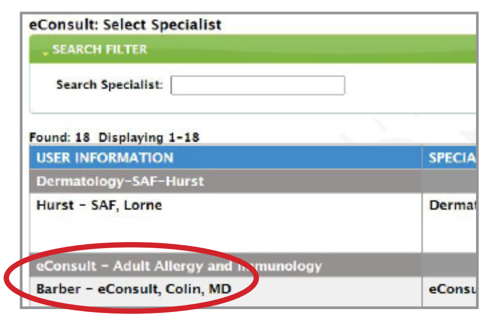
2 Search for and select the appropriate PCP and click **ALIAS AS ANOTHER USER.**

start typing PCP name and select

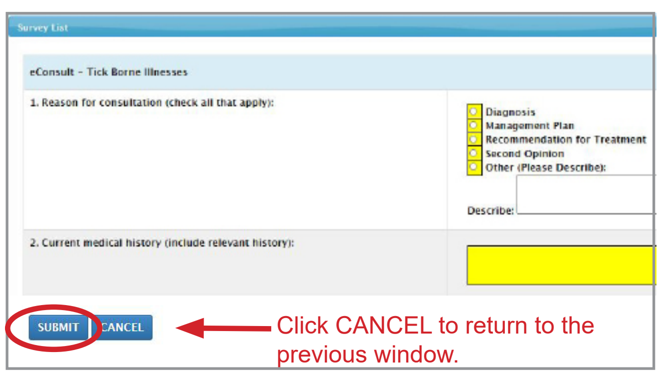
Create a New eConsult

1 Select **NEW ECONSULT** from the menu.

2 Click on the applicable specialist name to select it.



3 Some specialties and/or specialists may have a list of required survey questions, if so, the survey list window will open. Fill in the information and click **SUBMIT**.

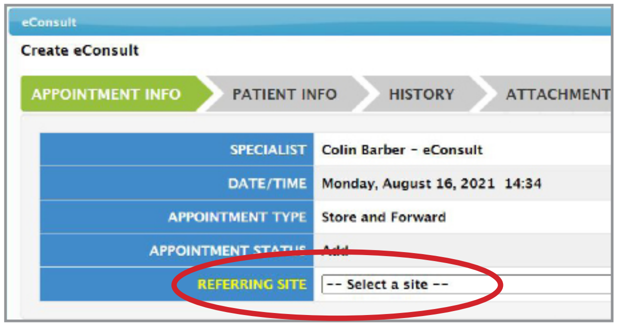


Click CANCEL to return to the previous window.

Questions may vary depending on the speciality and/or specialist. Mandatory questions will be highlighted in yellow.

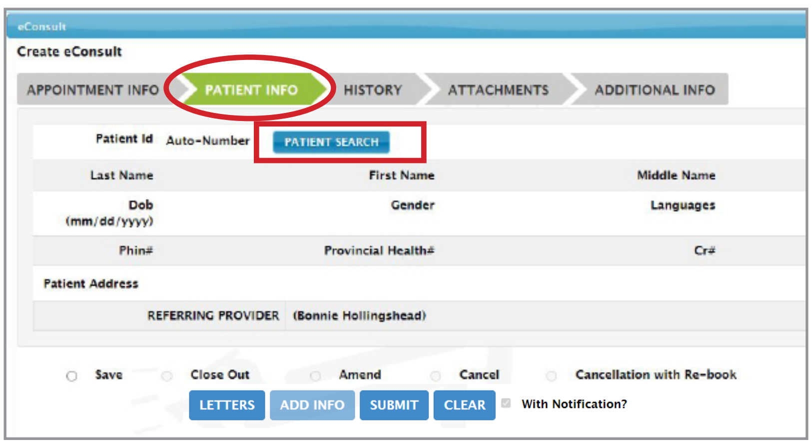
Create a New eConsult Cont'd

4 Select the appropriate site from the **Referring Site** dropdown.

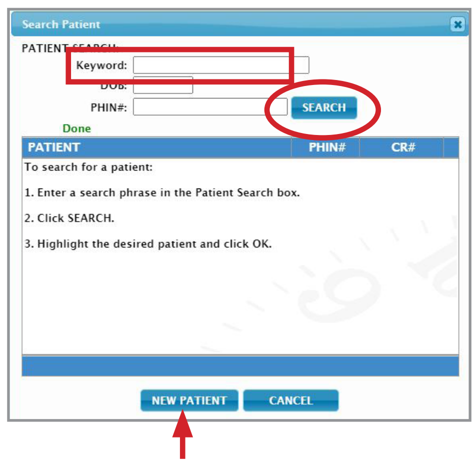


Patient Search and Consult Info

1 Click the **Patient Info** tab and then click the **Patient Search** button.



2 Enter the patient's last name in the Keyword field and click **Search.**



If patient names does not appear during search.

3 If the patient's name appears, confirm the DOB, PHIN and Manitoba Registration #, and then click to select it.

OR

If the patient's name does not appear or the demographics do not match, click the **New Patient** button on the bottom of the screen and enter the following required information for a complete referral: DOB, PHIN, Manitoba Registration # and address.

The history tab will already be populated if there were survey questions that were attached to the specialty/specialist.

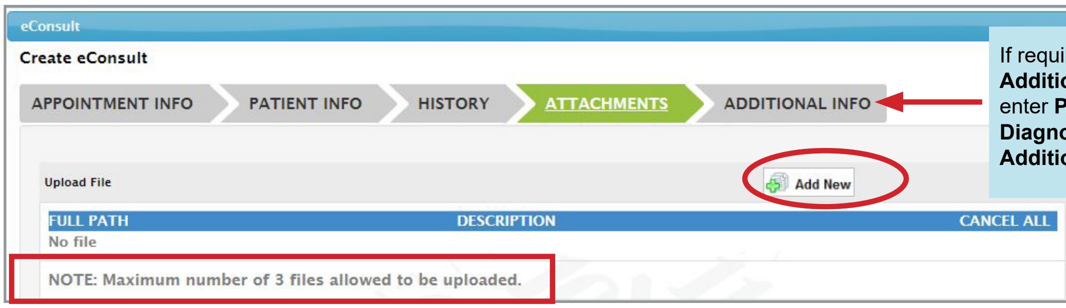
Attachments

Before attaching images, change the settings on your camera to resize the images to < 5MB and view the images to ensure they are clear.

1 Click on **Attachments** and click **Add New**.

If you have more than 3 attachments see the note under step 2 of the **Submitting the eConsult** section below.

2 Browse for the images and/or documents and click **Open** to attach them.



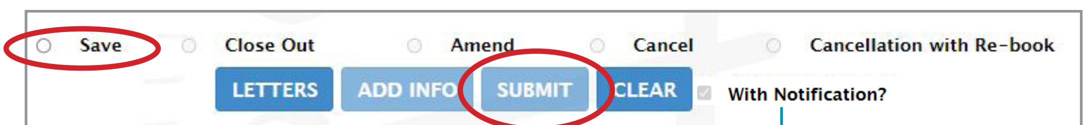
If required, click the **Additional** tab and enter **Provisional Diagnosis** and/or **Additional Comments.**

Submitting the eConsult

1 Select **Save** and click **Submit.**

2 Review the images on the attachments tab to ensure they have uploaded successfully and are clear.

(Note: If you need to attach more than 3 images, follow the steps from the start of the attachment section for each set of 3 images. You must attach, save, submit and verify for each set of 3 images.)



- When you click submit an email notification is sent to the specialist to inform them of the new referral (the **With Notification** box is mandatory and cannot be unchecked by the user).
- Both email and fax notifications will be sent at the same time provided there is a valid email address and/or fax # attached.

3 Close the window and click **Log Out** to exit.

4 Do not save the images to your computer (unless this meets regional standards) and delete the images immediately from your camera.

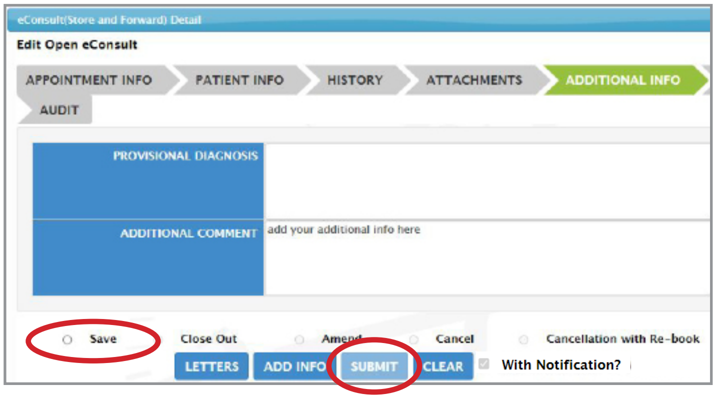
Adding Information After eConsult Has Been Submitted

There may be times when a health-care provider requests that you add information and/or attachments after the eConsult has been submitted. Follow the steps below:

1 Open the eConsult from the **View** tab, click on the patient to select them and add the information such as additional comments and/or attachments.

If you change the date filter when searching for the eConsult, it may take up to 30 seconds for the eConsults to appear.

2 Once all information has been entered, select **Save** (a notification will be automatically sent to ensure that the specialist is aware that additional information has been added).

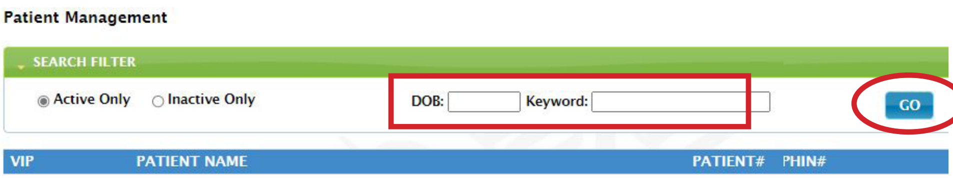


Information can only be added to an eConsult that <u>has not</u> been closed out. Once the consult has been answered and closed out by the specialist, the site must submit a second eConsult.

Updating Patient Information

1 Click **Information** and then click **Patients**.

2 Search for the patient using the **DOB** or **Keyword** fields and click **GO.**



3 Select the patient, change/update the information as required and then click **Save**.

The changes will automatically take effect if an eConsult was previously submitted.

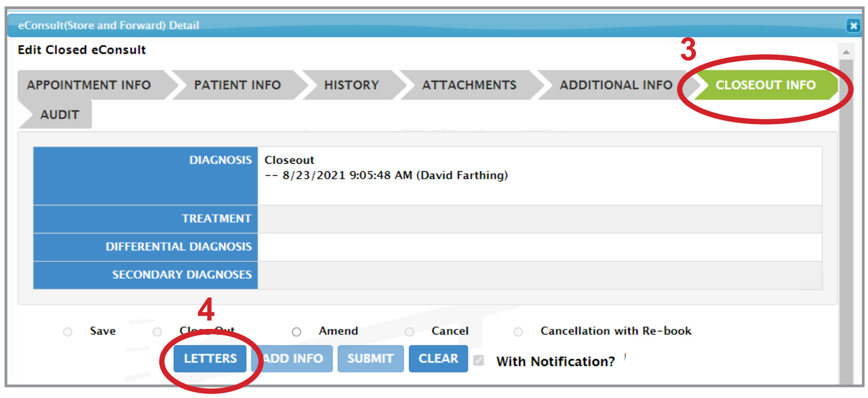
Viewing and Printing Completed Records

You will receive an email notification that the eConsult has been reviewed once the specialist has closed the eConsult.

The referring provider (or designate) can then log into the iScheduler system and view the **Closed** eConsults.

1 Click **Closed.**

2 Click on the record to open it.
(If the record is not displayed, use the date fields to search and click **Go**.)



3 Click the **Closeout Info** tab to view the specialist comments.

4 To print the specialist feedback, click **Letters** and select the **Store and Forward Consult Letter**.

If you have problems viewing/opening the consult letter contact the service desk for assistance.