eConsult (Store and Forward) Reference Guide

SPECIALIST - Act as Alias

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.

Notification and Login

1 When an eConsult is created in iScheduler you will receive this email notification.

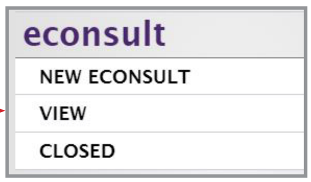
2 Log into iScheduler to view the eConsult.

MBTelehealth - Store & Forward Notification - 4413
This message is to notify you that a new Store and Forward record has been created for your review. Please go to schedule.mbtelehealth.ca and login to view the record.........

Home Page

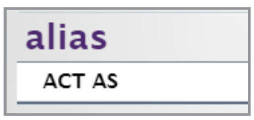
The Home page is the initial screen that all users see. From this screen you will be able to view new (current) eConsults and closed (completed) eConsults.

Current



Use an Alias

1 If responding on behalf of a Specialist or specialty group, select **alias** from the menu and then click **ACT AS.**



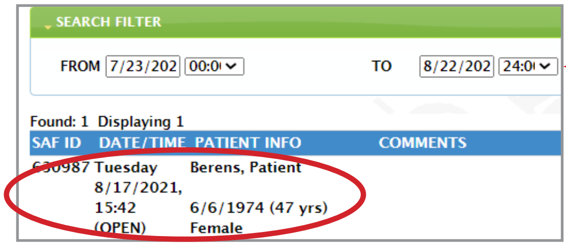
2 Search for and select the appropriate Specialist or group and click **Alias as Another User.**

start typing name and then select

View Open eConsults

1 Click **View** to display the list of open eConsults.

2 Click on the eConsult to open it.



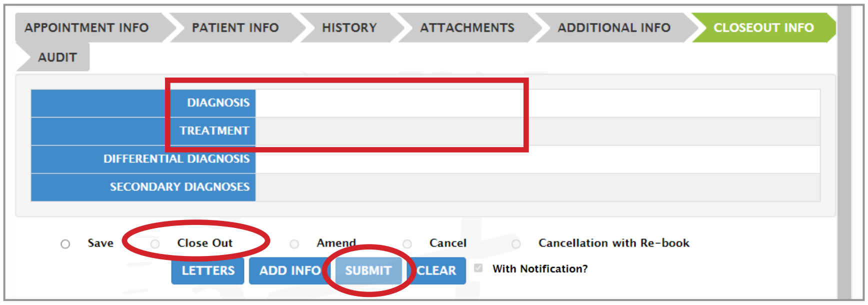
It may take up to 30 seconds for the eConsults to appear when changing the dates.

3 Click on the tabs to review the information from the provider.

You will see all records for all specialties that are associated with your site.

Closeout Info

1 Click on the **Closeout Info** tab and enter your Diagnosis and Treatment recommendations in the appropriate fields.



2 Select **Close Out** and click **Submit**.

Clicking Submit prompts an email notification to the referring provider notifying them that an update has been made (the **With Notification** box is mandatory and cannot be unchecked by the user).

To save your response and come back to it at a later time, select **Save** and click **submit**.

On close out, a billing notification will automatically be sent to the fax number provided by the specialist which includes the following information:

- Patient Information
- Referring Provider Information
- Date Completed
- Billing Tariff
- Diagnosis

Optional Tasks

To view a completed eConsult:

1 Select **eConsult** from the menu and then click **CLOSED.**

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

To modify a completed eConsult:

1 Select eConsult from the menu and then click **CLOSED.**

2 Click on the record to add more details to the **Closeout Info** tab.

3 Select **Amend** and then click the **Submit** button.