Shared health Soins communs Manitoba

eConsult Information
Service Desk 204-940-8500
or toll-free 1-866-999-9698
servicedesk@sharedhealthmb.ca

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.

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

eConsult - email servicedesk@sharedhealthmb.ca using *Subject line: eConsult Access Request* and include the eConsult Access Form found here https://mbtelehealth.ca/bulletins-and-forms/.

Links to the specialties and training material on the 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.

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