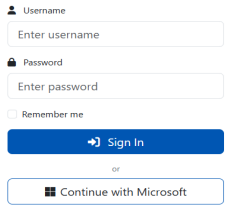
Shared health Soins communs Manitoba

eConsult Quick Reference Guide for Referring Providers

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

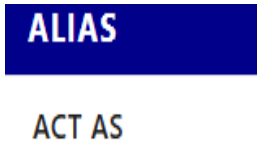
Login

1 Log into eConsult and enter your username and click **Continue with Microsoft.**



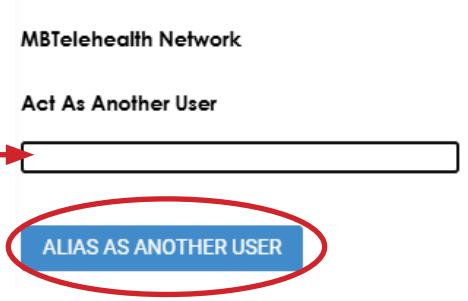
Use an Alias (if applicable)

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



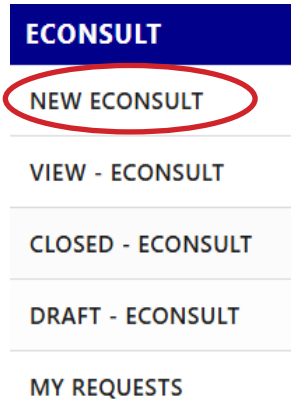
2 Search for and select the appropriate PCP and click **ALIAS AS ANOTHER USER.**

Start typing PCP name and select

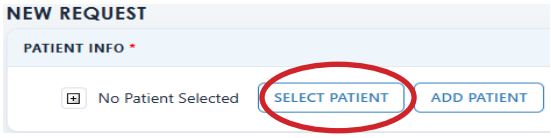


Create a New eConsult

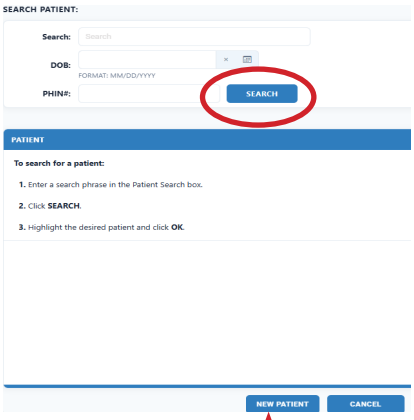
1 Click **eConsult** in the menu bar to expand the eConsult menu. Click **New eConsult**.



2 Under **Patient Info** click the **Select Patient** button.



3 Enter the patient's PHIN in the **PHIN** field. If PHIN is not available enter their name in the **Search** field and click **Search.**



If patient names does not appear during search.

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

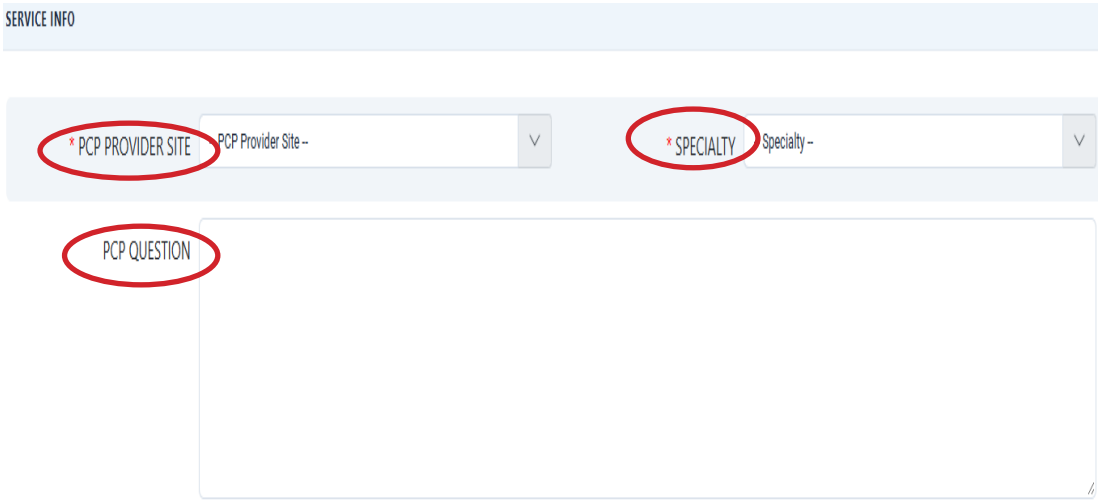
OR

If the patient is not found or the demographics do not match, click New Patient. Enter the required information (DOB, PHIN, Manitoba Registration Number and address) and click **Next**.

Create a New eConsult Cont'd

4 Select the appropriate site from the **PCP Provider Site** dropdown. If you only associated at one site, the field will be automatically populated.

5 Select the specialist from the **Specialty** dropdown list.



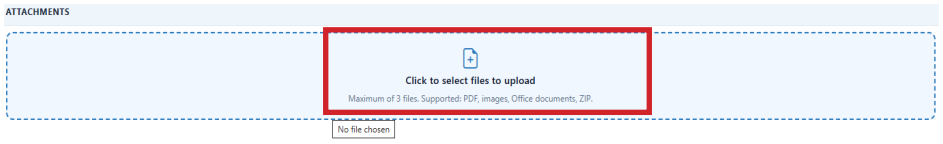
6 In the PCP Question field, enter the question you would like the specialist to address. Include all relevant clinical information, such as symptom duration, previous treatments, and completed investigations. If an eConsult document has been attached, enter "See attached eConsult document."

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 **Select File**

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

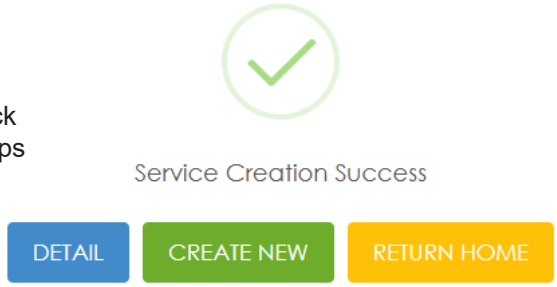


You can only attached 3 files at a time. If you have more you can do so after submitting the eConsult.

3 Once you have added all your attachments you can add a short description if needed or click remove if you have selected the wrong file. If you are ready to submit click **Submit.** If you are not ready to submit click on **Save.**

Submitting the eConsult

1. Click **Submit.**
2. After submitting eConsult you have 3 options. You can create a **New eConsult** or go to the **Return Home** page. If you had more attachments or want to review your submitted consult, click **Details** to go to the Edit eConsult page (refer to attachment steps above to add more attachments).



- When you click submit an email notification is sent to the specialist to inform them of the new referral

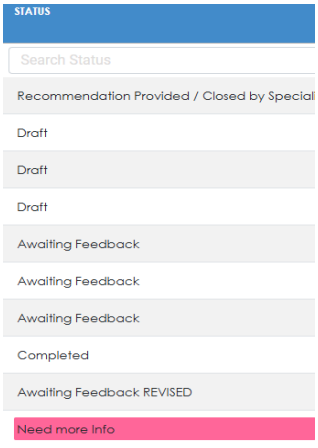
3. Click **Log Out** to exit.
4. Do not save the images to your computer (unless this meets regional standards) and delete the images immediately from your camera.

Saving and Retrieving an eConsult

1. At any point while creating an eConsult click **Save** to save your work as a draft. Click Return to Home to exit the eConsult.

2. When ready to continue the eConsult you can find it by going to **Draft- eConsult** or **My Requests**, click on the eConsult you wish to continue with

My Requests will show all your eConsults and their status



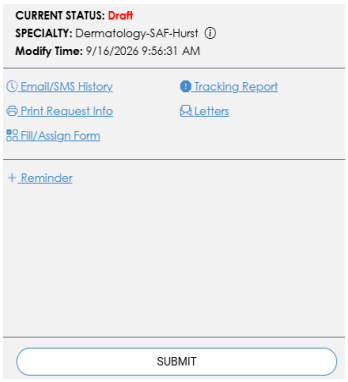
Adding Information After eConsult Has Been Submitted

If you need to add more information or a specialist has requested more information and/or attachments after the eConsult has been submitted. Follow the steps below:

1 Open the eConsult from either the **View** tab or **My Requests**, click on the correct consult to open it. Then add additional comments and/or attachments using the tabs at the top.

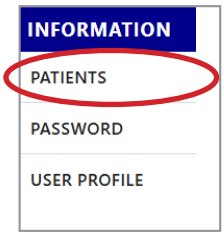
2 Click **Select File** to add attachments and then click **Upload File** button. Click OK on the successful upload pop up.

3 Once all additional information and attachments have been added click **Submit/Complete Update**. Then close **Edit eConsult** window.



Updating Patient Information

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



2 Search for the patient using the **DOB** or **Patient Name** 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.

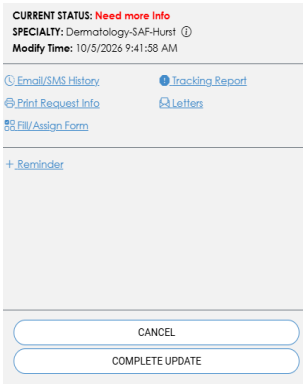
Viewing and Printing Completed Records

You will receive an email notification once the specialist has responded to the eConsult. The referring provider (or designate) can then log into the eConsult system and view the responses.

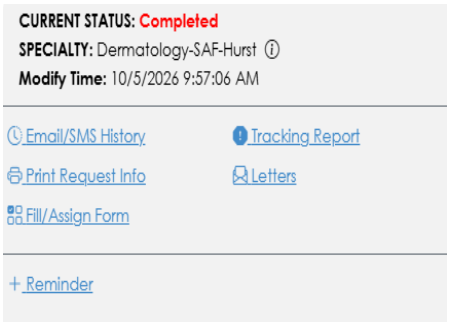
1 Click **View** or **My Requests** from the eConsult menu.

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

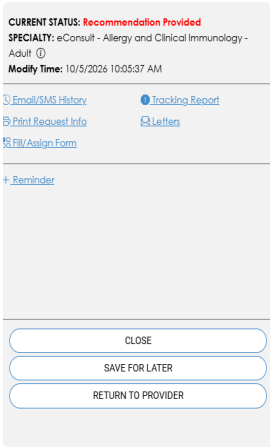
3 If the specialist has requested more information add the information to the PCP Question field and/or add attachments as need. Click Complete Update on the right of the window then select OK to send.



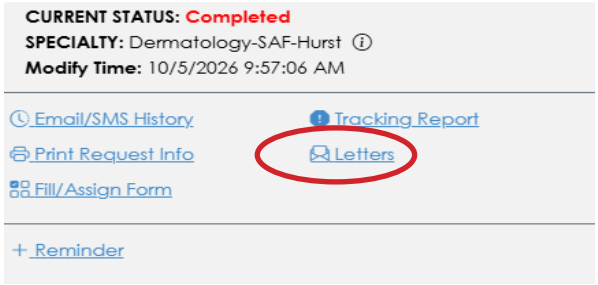
If a specialist has responded and closed the eConsult click on letters to get the letter for your patient records



If the specialist has provided a diagnosis and recommendations, review the response and determine whether additional clarification is required. If you have further questions, you may return the eConsult to the specialist. If no further follow-up is required, click Close to complete the eConsult.



4 Once an eConsult has been closed, click **Letters** to save a copy of the eConsult in the patients file.



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