General Guidelines

You must provide a valid PHIN and Provincial Health Number before submitting a referral. If a valid PHIN or Provincial Health Number is not available you must follow the referral process for a face to face specialist appointment.

eConsult is not to be used for URGENT Consults.

If the specialty indicates pediatrics or adults please only refer patients within those age groups.

If the specialty indicates a specific region please only refer patients within that region.

Quebec does not participate in the inter-provincial reciprocal billing agreement for physicians services. Therefore, specialists are unable to provide eConsult services for Quebec patients.

It is the responsibility of the referring health-care provider to maintain a copy of the completed eConsult from the application based on the site's documentation process.

Attach any labs, medication lists, biopsy reports or consults from alternative health practitioners pertaining to the patients condition to the eConsult for the specialist to review.

Photo and Attachement Guidelines

Photos are required when submitting to the following specialties:
Allergy and Immunology
Infectious Diseases
Dermatology
Otolaryngology (see following page for examples)
Wound Management

1 "Anatomic part" image
Shows the anatomic part involved. (e.g. from arm to hand)

2 Close up image
As close to having the affected area fill the frame as possible. (e.g. the forearm with the affected area)

3 Close up 45 degree image
Fills the frame at 45 degrees. (e.g. 45 degree image of the forearm showing the height of the affected area)

If needed full body photos are to be taken in underware showing the affected areas (front and back) then zoom in on a few locations.

The photos will be taken with an digital camera and then uploaded to the eConsult.

Please delete all pictures from the camera following submission of the eConsult.

Additional attachments (other than images) can also be added to the eConsult when required. These attachments are added in the same manner as images.

The user should double check that the attachments open properly before submitting the eConsult.

There is no maximum number of attachments for an eConsult but only 3 attachments can be added to an eConsult at the same time.

Otolaryngology Photo Requirements

Ear deformities pediatric (age 16 years and under): 2 pictures are required.

1. Full face (frontal view) – nose should be pointing directly towards the camera with equal amounts of both sides of the face in the picture.

2. Top of head – hair should be pulled back so that the ears are visible.

Lesion removal adults: Previous pathology if applicable and 2 pictures are required.

1. Anatomical image – showing the anatomical part involved (face, neck or ear).

2. A close up image - as close to having the lesion fill the frame as possible.

Sleep apnea in adults: Picture of inside of the patient's mouth and a sleep study result are required.