

New
Enhancement!

eConsult

March 17th, 2022

The following enhancement to eConsult has been implemented as a result of provider feedback to improve user workflow. Enhancements can impact various types of users differently. Please read through each section carefully to learn how the changes impact your specific eConsult workflows.

Overview

This enhancement includes 2 features:

1. **Inappropriate eConsults** – If a Receiver feels the eConsult cannot be appropriately addressed through the eConsult service, the Receiver can now select “Inappropriate for eConsult” as a reason for **Decline**.
2. **eConsult Receiver Availability** – Receivers within a specialty will now have visibility into the unavailability dates of Receivers within their own specialty. This is helpful to know, especially in specialties that have very few receivers.

Inappropriate eConsults

This feature allows the Receiver to decline the eConsult with the reason “**Inappropriate for eConsult**”.

Decline

Reason *

Comment *

Unable to respond
 Other Specialty recommended, but not available for transfer
 Other
Inappropriate for eConsult

Decline Cancel

In the **Comment** section, Receivers are expected to provide rationale for declining the eConsult. It is recommended to provide the PCP with a suggested alternative to replace the eConsult.

When this reason is selected, the eConsult will auto-cancel rather than being assigned to another Receiver. The PCP can then see the details of the cancelled eConsult in HEALTHe NL. In addition, EMR users will now receive a pdf record of the cancelled eConsult in their EMR.

eConsult Receiver Availability

This feature applies to Receivers only. To view if other Receivers within your specialty are available to receive eConsults, please follow the below steps:

1. From the main page of HEALTHe NL, click on **REFERRALS** from the left side menu.
2. Select **eConsult Receiver Availability**.



3. Select your **General Specialty**.

eConsult Receivers by Specialty Select a favorite search ▼

General Specialty: Addictions Medicine ▼

Search [Reset] Enter a new favorite search [+]

Name (Username)	General Specialty	Service Name	Service Type	Service Specialty	Available	Unavailable From	Unavailable To
Dr. Joanne RECEIVER	Addictions Medicine	Addictions Medicine	eConsult	Addictions Medicine	YES		
Mr. Jo RECEIVER	Addictions Medicine	Addictions Medicine	eConsult	Addictions Medicine	YES	2020-Oct-30	2020-Nov-14

4. Note the **Available** column will indicate if the Receiver is currently available.
5. The date range of unavailability can be viewed in the **Unavailable From** and **To** columns.