eConsult Quick Start

Go to https://otnhub.ca

1. Click on SIGN IN at the top right of the screen.
2. Select log-in option:
   - [ ] ONE® ID
   - [ ] OTN Credentials
3. Enter your log-in username and password; click on Sign In.
4. Part way down the page is a section called “Ask a Clinical Question”. Click on 'Launch eConsult'.

HITS eHealth OFFICE

Need assistance?

Contact the HITS eHealth Office:
905-521-2100 ext. 44990 eConsult@HITSeHealth.ca

eConsult Ontario eConsult Program

Initiate an eConsult

1. Click 'Request Consult' button and select your eConsult model (BASE™ Managed Specialty/Specific Provider or Group).
2. Depending on model selected, choose 'Specialty Category' or 'Recipient'.
3. Enter Patient details (First/Last Name, DOB, Gender and OHIP are required).
4. Detail any Consent Directives (if applicable).
5. Enter request details (helpful tip - use a short, specific summary in the first line).
6. Click on paperclip to attach other documents or images, as necessary.
7. Once complete, click 'Send'.

Complete an eConsult

1. Go to 'Needs Attention' view and click on eConsult to be reviewed/responded to.
2. Select option - 'Complete' or 'Request Clarification'.
3. To complete, enter feedback to specialist if desired and click 'Complete'.
4. Populate feedback survey and click 'OK'.
5. This eConsult will be moved to the Completed folder.
6. To download a PDF of the eConsult, click on the blue PDF icon.

Communication preferences, out-of-office and reports

1. Click on your profile (top right corner of your screen). Then click on 'Services'.
2. Beside eConsult, click on the gear under the Settings column and set preferences.
3. To generate a report, click on 'Reports' from the left hand navigation menu, enter date range and click 'Generate Report'.