Digital Health Catalogue

Our highly qualified team of experts is here to support you with the following digital health tools and services:

eConsult

Part of the Ontario eServices Program; enables primary care clinicians to send a secure email message to a specialist or a specialty group, and can be used to request treatment options, ask for advice or ask if a referral is needed – and receive a response back quickly (with an average of just one day!)

eReferral

Part of the Ontario eServices Program; enables clinicians to send standardized referral forms seamlessly and quickly direct from their EMRs to specialists and programs, as well as receive updates regarding the status of the referral

Virtual Care

Encompasses all the ways clinicians and their staff remotely interact with patients (i.e., via chat messaging, phone, video, online booking, etc.), reducing avoidable in-person visits and improving satisfaction for clinicians *and* their patients

Patient Forms

Enables efficient screening, assessment and information management of their patient population; can integrate with the clinician's EMR, allowing the clinician to capture clinical notes pertaining to the patient's visit and review them prior to seeing the patient in the examination room

Online Appointment Booking

Allows patients to request or directly schedule appointments – virtual or in-person – with their primary care clinician using a desktop or mobile device, improving patient experience and enhancing clinic efficiencies

Evidence2Practice Ontario EMR Supports

Provides clinical decision support at the point-of-care by seamlessly translating the most up-to-date and relevant evidence into digital health tools that are embedded in front-line clinical systems across Ontario, with full implementation support also available

Automated Solutions

Supports clinicians with tools that run 24/7 in the background of health information systems to automate manual tasks, improve data quality, and enable the secure sharing of information across the continuum of care

For more information, visit us at www.ehealthce.ca

Improving Access to Specialist Care using eServices

The Ontario eServices Program delivers digital services that support clinical workflows and facilitate smoother transitions in care and an improved patient experience.

Ontario **eServices** Program

eConsult and **eReferral** are two digital health tools available to you as part of the Ontario eServices Program

Why use eConsult and eReferral?

eConsult is a secure web-based tool that allows timely access to specialist advice and often eliminates the need for a patient visit.

eReferral offers a more complete and efficient referral process when a patient visit is required.
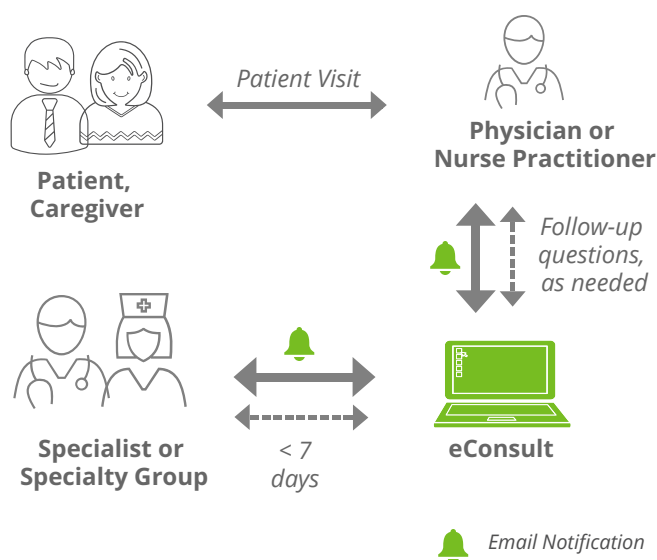
eConsult Case Example:
Patient with depression who has completed multiple anti-depressant trials but continues to have avolition, low energy, excessive sleepiness, low self-image and craving for sweets. PCP requests suggestions from the specialist regarding altering her medication treatment.
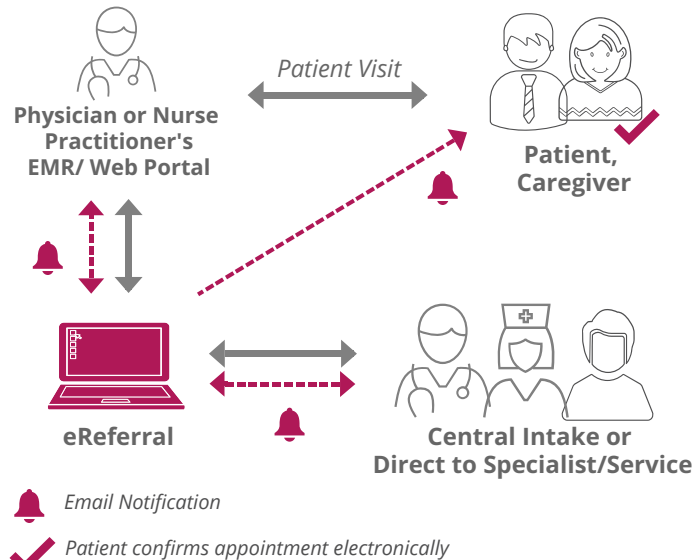
eReferral Case Example:
Patient's depression has progressed, and COVID-19 is a significant factor. The PCP looks at the eReferral directory and finds a virtual counselling group for depression exacerbated by COVID-19 and sends a referral on the patient's behalf.

eConsult Workflow

Patient, Caregiver

Patient Visit

Physician or Nurse Practitioner

Follow-up questions, as needed

Specialist or Specialty Group

< 7 days

eConsult

Email Notification

eReferral Workflow

Physician or Nurse Practitioner's EMR/ Web Portal

Patient Visit

Patient, Caregiver

eReferral

Central Intake or Direct to Specialist/Service

Email Notification

Patient confirms appointment electronically

Benefits of eServices

- More timely, transparent, equitable and appropriate access to specialty care and services for patients
- Prompts learning, knowledge sharing and improved care coordination between primary care and specialists
- Administrative time savings due to less time booking appointments or contacting patients, reduction in unnecessary referrals and no shows, and no need to track down lost referrals

eConsult FAQ

What specialties are available?

Access to over 100 BASE™ managed specialties, including COVID-19 advice, and over 1500 individual specialists from across Ontario.

How am I compensated?

The service is available at no cost to the provider. Where applicable, family physicians can bill OHIP using K738 fee code.

Are these tools integrated with my EMR?

eConsult is integrated in some EMRs. Where EMR integration is not available we can work with you to tailor eConsult into your existing workflows.

Sign up for eConsult

Sign up for the Ontario eConsult Service on the OTNhub today at otnhub.ca/signup-info.

For support signing up for eConsult or to tailor eConsult into your existing workflow, complete our intake form or contact us at eConsultCOE@toh.ca.

For more information visit www.eConsultOntario.ca.

eReferral FAQ

Which specialists are available?

All the referral destinations that are currently accepting eReferrals through Ocean are publicly available on the Ocean Health Map (oceanhealthmap.ca).

How much does it cost?

There is **no cost** for referring providers or referral receivers who are part of the Ontario eServices Program. Ocean user accounts and training are also available at no cost.

Are these tools integrated with my EMR?

Yes, three of the most common EMRs (TELUS PS Suite® EMR, Accuro® EMR and OSCAR EMRs) are integrated with the Ocean eReferral platform. However, many clinicians without an integrated EMR system are using the web portal and have reported significant benefits.

Sign up for eReferral

Interested in using eReferral? It's simple, just fill out this quick form or email us at eReferral@ehealthce.ca to get started today!

For more information, visit www.ehealthce.ca/eReferral.

The Ontario eServices Program is co-led by the Ontario eConsult Centre of Excellence and the eHealth Centre of Excellence and is funded by the Ontario Ministry of Health.

eConsult BASE™
Ontario eConsult Centre of Excellence

eHealth
CENTRE OF EXCELLENCE

Accessible. Actionable. Adaptable.

Easy-to-use front-line digital tools and supports at your fingertips

Coming in Fall 2022: Our first EMR-integrated tool for heart failure
Available in TELUS PS Suite EMR, with versions for OSCAR and Accuro coming in early 2023

Features include:

Increased support for investigations into heart failure diagnosis

Evidence-based guidance to assist clinicians with identifying, tracking, and supporting at-risk patients

Increased support for medication plan management

Easy access to information for clinicians to reference, with picklists to facilitate appropriate medication selection, built-in notification flags to have medication changed if the patient's condition is worsening, and more

A modular approach that supports adaptive workflows

Users can fill out certain parts of the tool to gather information during the patient visit instead of opening an entire form to fill out a specific part

Available modules can be accessed from the heart failure toolbar

Evidence2Practice (E2P) Ontario is working with partners in primary and acute care to design a suite of digital solutions and implementation supports that seamlessly integrate up-to-date and relevant evidence and quality standards into front-line clinical systems. The tool for heart failure is the first to be made available, with tools for major depression in adults, anxiety disorders in adults, and prediabetes and type 2 diabetes coming in 2023.

Services available

- Change management support for installation & use in EMR
- Academic detailing: 1:1 discussions with a clinical pharmacist

Get started

To become an early adopter of our tools, provide your information and areas of interest through the expression of interest form on our website at www.E2P.ca or scan the QR code.

HEAL
HEALTHCARE EXPERIENCE & ADVANCEMENT LAB

Our HEAL team at the eHealth Centre of Excellence is working with clinicians to support more efficient workflows. Our goal: to reduce the pain points that can contribute to clinician burnout.

We understand that we need to listen to your feedback to understand what's not working and to help us identify current gaps and opportunities for truly innovative solutions. Together, we will build a better and more efficient healthcare system by co-designing digital health tools that are responsive to your needs and the needs of your patients.

How the HEAL process works:

Step One: Empathy Mapping

Acknowledging that we cannot develop responsive solutions ahead of understanding what burnout means to clinicians, we kick off every HEAL initiative by first listening to what clinicians have to say.

Step Two: Define Problem Statements

The HEAL team takes what we have learned from the empathy mapping session and follow-up survey to define a handful of problem statements that clearly prioritize the top pain points for clinicians.

Step Three: Ideate and Converge

The group of participating clinicians meets with the HEAL team to look for inspiration from other industries and push at the boundaries of what could be possible in healthcare, with the goal of pulling out three ideas that are feasible options for prototyping.

Step Four: Prototype Design

The HEAL team begins to build a prototype and in a series of sessions, participating clinicians are invited to test it out and provide feedback. Adjustments are reviewed at each session until everyone is satisfied that the solution is able to meet the need.

Step Five: Product Development

The timeline of the solution's development is to be determined based on the complexity of the product, process design, and solution design documents. The HEAL team will involve the participants in small-scale testing. A Proof of Concept involving any number of Ontario Health Teams may be pursued.

Step Six: Learn, Evaluate & Scale

Success factors, risks & issues and lessons learned will be tracked during the testing phase, enabling a comprehensive evaluation that will measure the solution's viability for scale. Depending on the results, the end goal is to apply for funding that will enable us to deploy the tool across the province.

What will your participation look like?

- Some steps will require multiple sessions and/or other modules: we are mindful of your time and you are under no obligation to participate in every activity.
- We've created lots of different ways for you to provide input; choose your own adventure!
- This is a fully collaborative process and all ideas are welcome.
- Think of HEAL as your opportunity to help shape the future of primary care – what do you want to see? Let's make your vision a reality.

HEAL is brought to you by the eHealth Centre of Excellence.

eHealth
CENTRE OF EXCELLENCE

Sign Up

Learn more: **www.ehealthce.ca/HEAL**