Triaging Referrals as eConsult (TReC) is an initiative that allows specialists to respond to incoming referrals with eConsult advice, when appropriate. This document outlines how a receiving clinic responds to a referral with eConsult advice.

Note: Receiving clinics must first complete the TReC Onboarding Checklist.

1. You will receive an email notification that you have received a new eReferral
   1. Log into Ocean
   2. Select “New” inbox
   3. Select eReferral

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1. Review the eReferral. You have **two** options to respond to the eReferral as an eConsult depending on whether you want to provide advice immediately or respond at a later time:

Option 1: Accept the eReferral as eConsult – return later to add advice and billing time.

Option 2: Accept the eReferral as eConsult and provide advice and billing time right away

1. **Option 1: Accept the eReferral as an eConsult** (no message to add at this time)
   1. Navigate to the bottom of the eReferral
   2. Select the small arrow beside “Accept”
   3. Select “Accept as eConsult”Graphical user interface, text, application, email

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You will now find the eConsult in the “Accepted as eConsult” inbox

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The eReferral senders will receive an email notification that you have accepted the eReferral as an eConsult, it will be filed under their “Sent” Inboxes in the “Accepted as eConsult” Folder.

When you are ready to proceed with the eConsult, retrieve it from the “**Accepted as eConsult**” inbox (under your “**Received**” inboxes) and respond via the messaging pane in the eConsult. See Step “4” below for how to respond as an eConsult.

1. **Option 2: Respond to the eReferral as an eConsult** (Add an eConsult message and add your billing time)
   1. Navigate to the messaging pane
   2. Type in your advice and select “Respond as an eConsult”check-box
   3. Select billing time from the dropdown menu (maximum 60 minutes)
   4. Select “Send”
   5. Select “Close”

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You will now find the eConsult in the “eConsult in Progress” inbox

The eReferral sender will receive an email notification that you have responded to their eReferral as an eConsult. It will be filed in their “Needs Review” inbox **and** their “eConsult in Progress” inbox.

Unlike eReferrals – TReC in Ocean are “Completed” by the sender.

They have the option to:

* **Respond to your message** in the eConsult using the messaging pane
  + YOU may respond by providing additional consult advice or a non-consult message (*additional responses can be billed)*
* **Complete the eConsult** if they have received all the information they need.
  + eConsult will move into the “Completed” inbox.
* **Proceed with eReferral** - if they still would like you to see the patient.
  + eConsult will move into YOUR “Needs Review” and “New” inbox to be triaged.
  + **You** must click the “Reviewed and Close” button at the bottom of the eReferral first, this will remove it from the “Needs Review” inbox.
  + **THEN** retrieve it from the “New” inbox under your received inboxes and choose to “Accept” or “Decline”

**Proof of Concept demo**: <https://youtu.be/kZKc01hrlS4>

**\*Additional Resources:**

Link to resources

Deployment Team Contact info