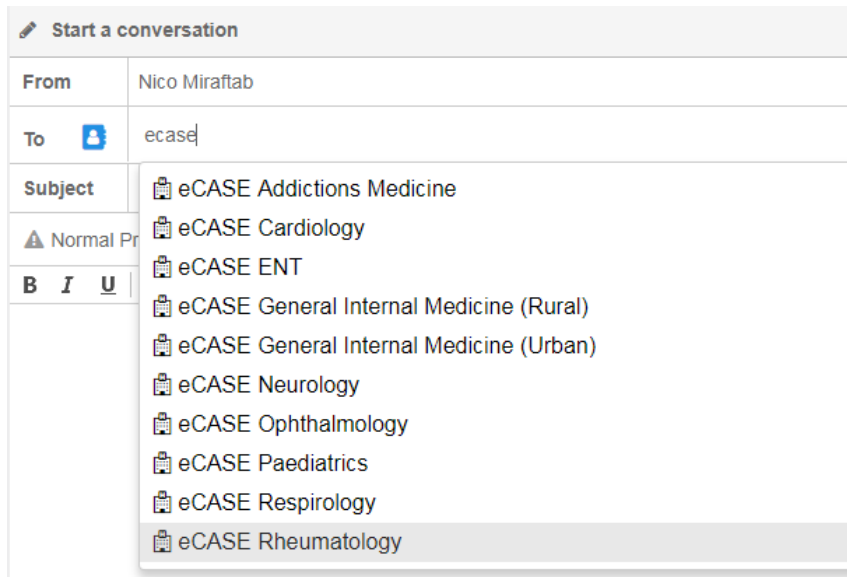


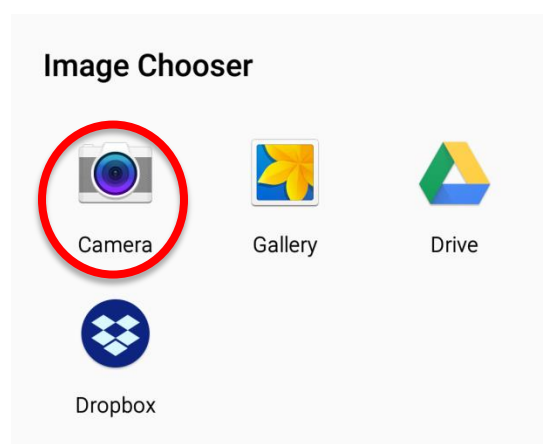


Tip Sheet

- 1) When using dr2dr for eCASE, remember to begin typing 'eCASE' where it says 'Enter a Contact Name' so you can address your question to the eCASE inbox. If you send your question to a specific provider, you may not receive a response within one week.



- 2) Use the mobile app! dr2dr has a user-friendly mobile app which allows you to submit questions from any location. The mobile app also has a workaround for attaching documents; instead of exporting something from your EMR, hit 'Add Attachments' in the mobile app and take a picture of the document – saved only within the app!



- 3) Instead of manually writing the question within the dr2dr platform, you can embed the question within a referral letter in your EMR. Simply export the referral letter and attach it to the dr2dr conversation.
- 4) **Remember** eCASE is to be used for non-urgent concerns, with a one-week turnaround time. If you have an urgent concern, we recommend you call the RACE line or use the RACE app. See www.raceconnect.ca for more information
- 5) If you have a follow-up question to a specialist response (weeks or months later) please submit a new eCASE question for tracking and billing purposes. **You may** copy-paste the specialist's previous response for context.
- 6) See our website at www.raceconnect.ca/ecase for more information!