

# Improving Access to Specialist Care for an Aging Population

The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers (PCPs) and specialists



Older individuals face particular challenges in accessing specialist care

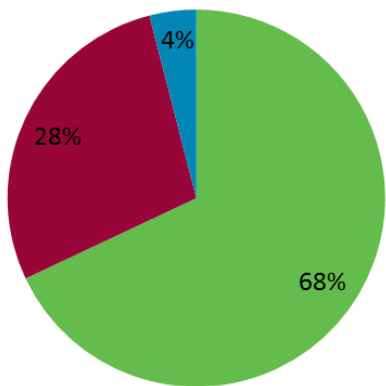


With high frequencies of multimorbidities and mobility issues, older persons stand to benefit from shorter wait times and better access to care

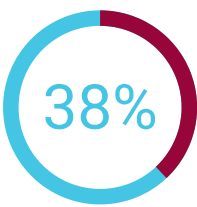


We conducted a cross-sectional analysis of eConsult cases submitted between **April 15, 2011 and July 31, 2015** for all patients above the age of 65

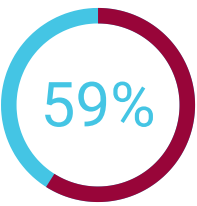
## Outcomes of eConsults



■ Referral not needed  
■ Referral needed  
■ Other



38% of eConsult cases confirmed the PCPs' course of action



59% of cases provided PCPs with a new or additional course of action

## Most popular specialty groups



Dermatology (14%)



Cardiology (11%)



Endocrinology (10%)



Hematology (10%)



Neurology (7%)

**1,796 cases** were submitted for older persons, accounting for **21.3% of all cases** during the study period



Specialists responded to cases in a median of **0.8 days**



In **94%** of cases, providers rated eConsult as having great or excellent value for themselves and their patients

## Impact



The eConsult service results in timely access to specialist care for older persons

