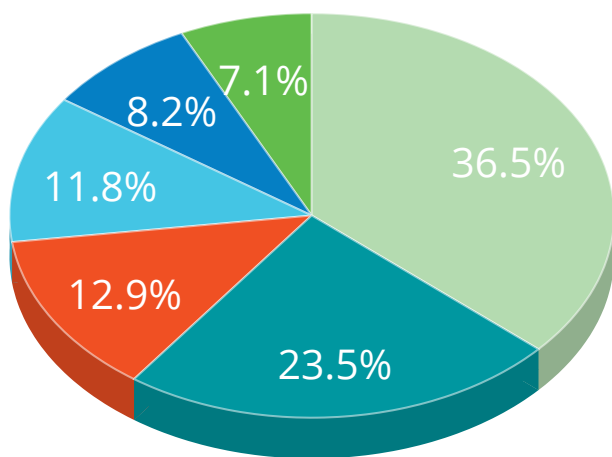


The **eConsultBASE™** service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists

From June 2014 to May 2016, **66 PCPs** directed **85 eConsults** to pediatric hematology/oncology specialists

Content of questions asked by PCPs

% of eConsults



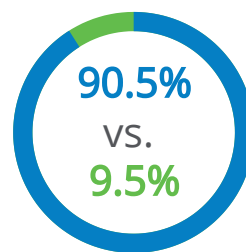
- Other* 36.5%
- Anemia 23.5%
- Hemoglobinopathy 12.9%
- Bleeding disorder 11.8%
- Thrombotic state 8.2%
- Neutropenia 7.1%

*Topics included: thrombocytosis, lymphadenopathy, and high hemoglobin



99% of cases were completed in less than **10 minutes**

Average response time was **3.5 hours**



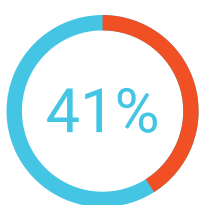
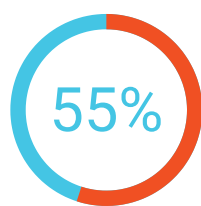
90.5% of cases were directed to **hematology** vs. **9.5%** to **oncology**



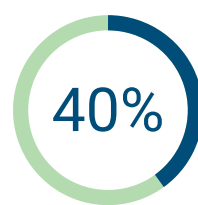
Good, concise answer, saved the patient having to travel to see a specialist which is really helpful given that she has 2 young kids and doesn't drive. Got the answer within 2 hours of submitting the question. Thank you!!



eConsults provided PCPs with advice for a new course of action



Original course of action was confirmed



Referral was originally considered but **avoided** as a result of eConsult

Case Example

Day 1

PCP contacts specialist about newborn girl whose lab work revealed megathrombocytes (large platelets). PCP provides summary of lab results and asks if further investigation is needed.

Day 1

Specialist responds that platelet count is normal so no immediate follow-up is necessary. Specialist recommends repeating lab work in 2-3 months as a precaution.

Day 1

PCP accepts advice and closes case.

