

HIV eConsult

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

From February 2015 to December 2017, **21 PCPs** submitted **46 eConsults** to HIV specialists. We conducted a convergent parallel design mixed methods study of those eConsult cases.



Care for people with HIV is complex



HIV is best managed by PCPs collaborating with HIV specialists



eConsult can facilitate communication and education between PCPs and HIV specialists

The HIV specialists included:

- Medical HIV specialists
- HIV pediatricians
- HIV pharmacists
- Social workers with HIV expertise

Contents of the eConsults involved:

- The complexities of care for people living with HIV
- Suggestions for coordinated patient care
- Advice on pre-exposure prophylaxis (PrEP) for HIV-negative patients at risk of HIV infections

The most common questions from PCPs pertained to...



59% Drug Treatment



20% Management



13% Diagnosis

4% Administrative

2% Epidemiology

2% No Specific Question



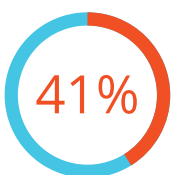
PCPs highly valued the eConsult service (**average rating 4.8/5**)

PCP Course of Action

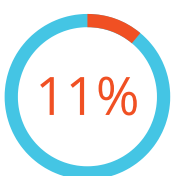
% HIV eConsult Cases



PCPs received advice for a new or additional course of action



PCPs were able to confirm original course of action



Referral was originally contemplated but now avoided



Median response time was **1.75 days**



63% of cases took 15 minutes or less to complete

Impact

- eConsult is an efficient and valuable service to PCPs caring for patients living with or at risk for HIV
- Improves access to HIV specialists
- Facilitates the delivery of team-based comprehensive care

Case Example



PCP asks specialist about patient whose partner is HIV positive. Patient has had multiple HIV tests, all negative, and is looking for recommendations for prophylaxis and further viral testing. PCP includes patient's medical history and list of current medications.



Specialist reviews case and recommends condom use and HIV testing every 6 months. Specialist cites benefits of Truvada. Specialist provides details for referral if patient has further questions.



PCP accepts advice, closes case.

