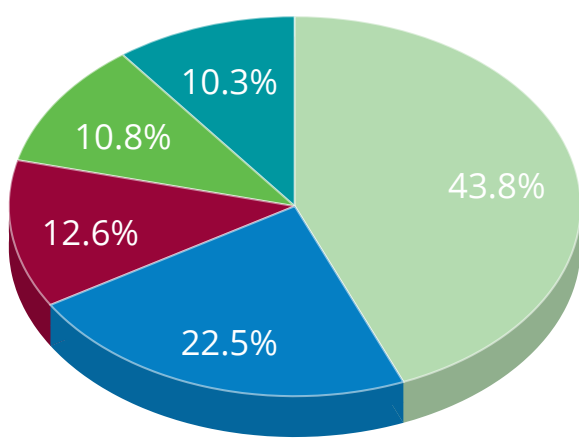


Hematology eConsults

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

From April 2011 to January 2015, **171 PCPs** directed **436 eConsults** to hematologists

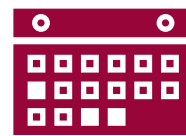
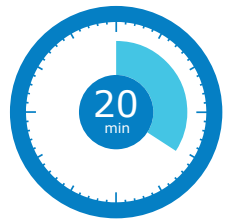
Content of questions asked by PCPs % of eConsults



- Other* 43.8%
- Anemia 22.5%
- Neutropenia 12.6%
- Hyperferritinemia 10.8%
- Abnormal protein electrophoresis 10.3%

*Topics included: thrombocytopenia and lymphocytosis

99% of cases took **20 minutes or less** to complete



Median response time was **3 days**

The most common questions from PCPs pertained to...



42% Diagnosis

- Interpretation of a laboratory test or pathology report
- Choice of test



33% Management

- General management
- Necessity of a referral



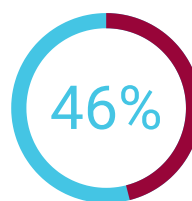
4% Drug Treatment

- Adverse effects of drugs

58%

of eConsults provided PCPs with advice for a new or additional course of action

"I am able to improve my knowledge daily"



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

Case Example

Day 1

PCP contacts specialist about a middle-aged male patient with high B12 despite not being on a B12 supplement. Patient's complete blood count is normal. PCP asks what the possible cause might be and which tests should be conducted.

Day 7

Specialist notes that liver disease can cause high B12 and recommends a test.

Day 9

PCP accepts advice and closes case.

