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

We conducted a cross-sectional retrospective review of eConsults submitted to obstetrics/gynaecology between September 2011 and December 2016. Questions pertaining to gynaecologic cancer screening were included (329 cases).

This study demonstrated that PCPs have questions that may be best answered by a pathologist. Pathologists have not yet taken an active role in the eConsult platform.

Outcomes

47% In 47% of cases, PCP received advice for a new or additional course of action.

Impact of eConsult on Referrals*

<table>
<thead>
<tr>
<th>Impact</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>*from PCP survey responses completed after each case</td>
<td></td>
</tr>
<tr>
<td>Referral was originally contemplated but ultimately avoided</td>
<td>18%</td>
</tr>
<tr>
<td>Referral was not originally contemplated and still not needed</td>
<td>12%</td>
</tr>
<tr>
<td>Referral was originally contemplated and still needed</td>
<td>3%</td>
</tr>
<tr>
<td>No benefit</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

Clinical Content

n = 329 cases

Endometrial cancer diagnosis

- 177 cases
- 3 cases

Cervical cancer screening

- 149 cases

Most Frequent Question Types

- 11% Interpretation of pathology reports
- 5% Terminology clarification
- 6% Explanation of clinical implications of pathology findings

Most Frequent Question Topics

- 36% Indications for a screening test
- 17% Subsequent screening test interval based on initial results
- 11% Whether to repeat initial test
- 10% Indication for other diagnostic tests

Impact

- This study uncovered areas of uncertainty among PCPs regarding gynaecologic cancer screening.
- This study demonstrated that PCPs have clinical questions that may be best answered by a pathologist.
- Our results reinforced the benefits conferred by eConsults to patient care and the healthcare system.