

# Using eConsult to enhance delivery of genetics advice

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

Between January 1, 2019 and June 30, 2020, **205 PCPs** submitted **305 eConsults** to **7 geneticists**

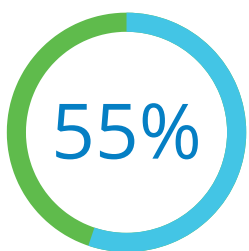
This study sought to examine the constraints to accessing genetics specialty services that are compounded by the finding that PCPs express unfamiliarity with genetics specialists and clinics, resulting in long wait times and inequitable service delivery.

## Study Methods: PCP and Specialist Data Sources

PCP data was collected through eConsult BASE **case closeout surveys**

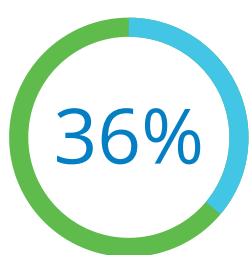
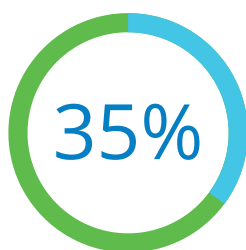
Geneticist data was collected through **interviews** and **eConsult checklists** completed after each eConsult

### PCP results



PCP received good advice for a new or additional course of action to implement

PCP was able to confirm original course of action



Referral was originally contemplated but now avoided as a result of eConsult



The **median** response time was **1.8 days**

**86% of PCPs** indicated their eConsult response was **valuable/very valuable** in guiding their ongoing evaluation or management of the patient

### Geneticist results

#### Interview Themes

- Geneticists derived satisfaction from completing eConsults
- eConsult has the potential to reduce inequities in access to care
- eConsult has the capacity to improve the efficiency of the delivery of care
- Has educational value to PCPs

**52%**

of eConsults were questions regarding **cancer**, **over half** of which were about **breast/ovarian** cancer

#### Perceived Challenges

- Lack of awareness of eConsult leading to underutilization
- Capacity issues if the service becomes popular
- No perceived effect on wait time for appointments in genetics clinics

