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 July 2015, 338 PCPs submitted 1,796 eConsults for patients above 65 years of age.

<table>
<thead>
<tr>
<th>Day</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PCP contacts specialist seeking management advice for an elderly patient with a small lesion on their ear.</td>
</tr>
<tr>
<td>2</td>
<td>Specialist suggests the lesion is a venous lake and provides guidelines for diagnosis.</td>
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<tr>
<td>10</td>
<td>PCP conducts test, agrees with specialist, and notes that the patient would like the lesion removed.</td>
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<tr>
<td>10</td>
<td>Specialist responds that venous lakes are best treated by laser therapy and suggests a specific clinic.</td>
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<tr>
<td>10</td>
<td>PCP accepts advice and closes the case.</td>
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</tbody>
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eConsult cases completed without patient needing a face-to-face specialist visit: 68%

PCPs’ average rating for eConsult’s value to patients: 94%

**Frequently accessed specialty groups for older people (% of eConsults):**
- Dermatology: 14.3%
- Cardiology: 11.6%
- Endocrinology: 9.9%
- Hematology: 9.9%
- Other*: 54.3%

*Topics included: neurology, rheumatology, and nephrology

Older adults living with complex issues (i.e., multiple health issues, mobility, cognitive, frailty concerns) benefit from eConsult through:
- Reduced need for face-to-face visits
- Shorter wait times
- Faster access to specialist advice

eConsults provided PCPs with advice for a new or additional course of action: 54%

Median response time was 19 hours

82% of cases took less than 15 minutes to complete


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