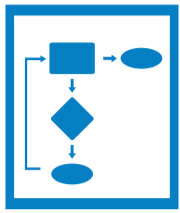


Integrating eConsult Into a Primary Care Clinic's Workflow



When implementing eHealth solutions, effective integration into a clinic's existing processes is essential to facilitate adoption and sustained use

The eConsultBASE™ service is a secure web-based tool that allows primary care providers (PCPs) such as physicians and nurse practitioners timely access to specialist advice for all patients and often eliminates the need for an in-person specialist visit



A primary care clinic in Ottawa, Ontario uses delegates to facilitate eConsult's implementation

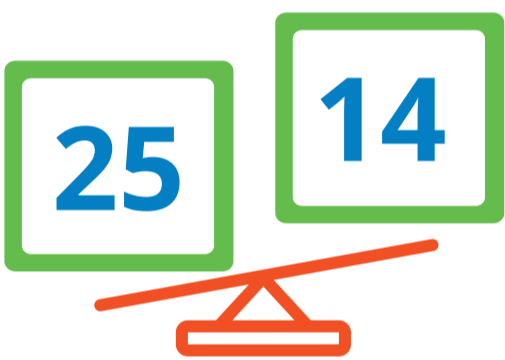
Use of a delegate

Referral clerks or other staff manage requests on behalf of PCPs, thereby reducing PCPs' administrative burden



We conducted a retrospective cross-sectional study of **3,233 eConsults** submitted between **May 1, 2013 and December 31, 2017** by the Bruyère Academic Family Health Team

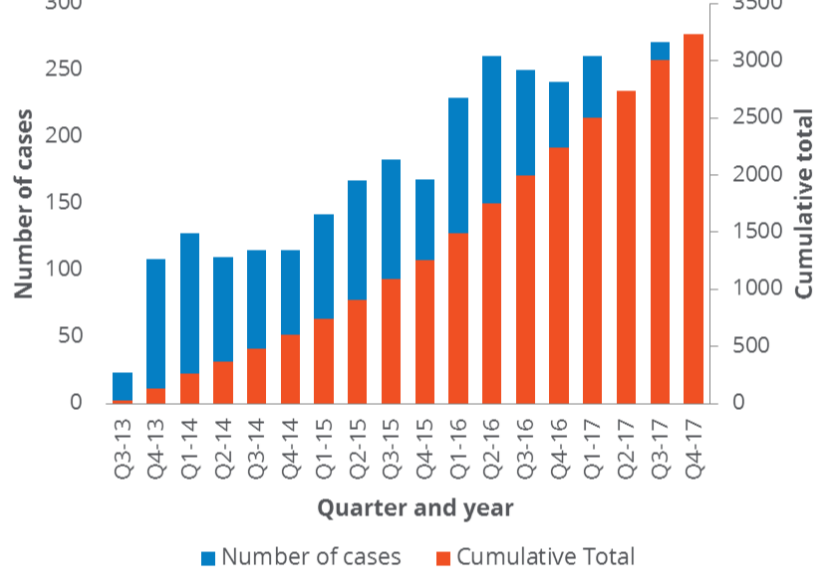
Median number of eConsults submitted by users



with use of a delegate

without use of a delegate

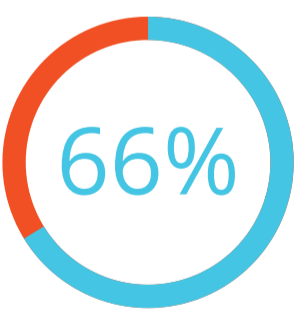
Volume of eConsult Cases from 2013 to 2017



The volume of cases increased 3.5 fold between the first and last year of the study period



This is an innovative and practical alternative to the technical integration into EMRs, without the need of waiting for vendors to facilitate technical integration into the clinic EMR, which also adds cost and complexity



In **66%** of cases, patients received specialist advice without needing a face-to-face specialist visit. **100%** of patients received timely access to specialist advice

Impact on referral

Percent of cases

Referral originally contemplated but avoided	36 %
Referral originally contemplated and still needed	25 %
Referral not originally contemplated and not needed	29 %
Referral not originally contemplated but ultimately completed	5 %
Other	4 %

IMPACT

The integration of eConsult capability into existing clinic workflow with use of a delegate:

- Allowed PCPs to request eConsult using a familiar process
- Minimized challenges associated with adopting a new and unfamiliar technology

