

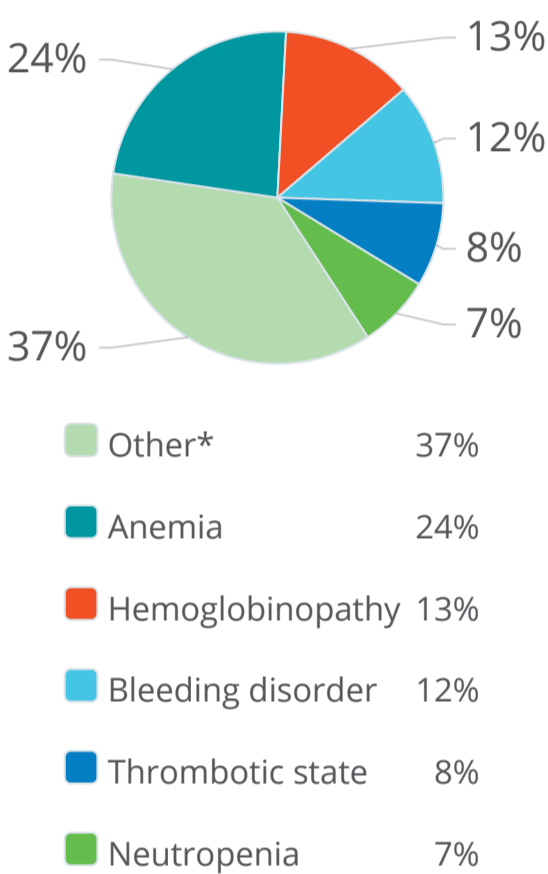
Pediatric Hematology/Oncology eConsults

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

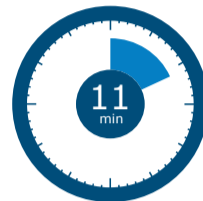
From June 2014 to May 2016, 66 PCPs directed 85 eConsults to pediatric hematology/oncology specialists

Content of questions asked by PCPs

% of eConsults

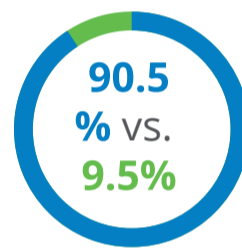


*Topics included: thrombocytosis, lymphadenopathy, and high hemoglobin



99% of cases were completed in less than **10 minutes**

Average response time was **3.5 hours**



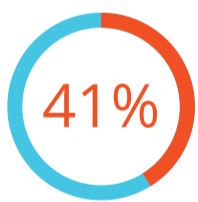
90.5% of cases were directed to **hematology** vs. **9.5%** to **oncology**



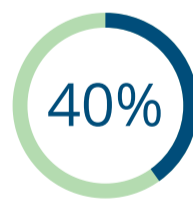
Good, concise answer, saved the patient having to travel to see a specialist which is really helpful given that she has 2 young kids and doesn't drive. Got the answer within 2 hours of submitting the question. Thank you!!



eConsults provided PCPs with advice for a new course of action



Original course of action was confirmed



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

Case Example

Day 1

PCP contacts specialist about newborn girl whose lab work revealed megathrombocytes (large platelets). PCP provides summary of lab results and asks if further investigation is needed.

Day 1

Specialist responds that platelet count is normal so no immediate follow-up is necessary. Specialist recommends repeating lab work in 2-3 months as a precaution.

Day 1

PCP accepts advice and closes case.

