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

We analyzed 190 urology eConsults completed through the eConsultBASE™ (Champlain) service between March 2013 and January 2015.

Outcomes
- In 62% of cases, PCPs received advice for a new or additional course of action.
- In 35% of cases, referral was considered but avoided as a result of eConsult.

Content of questions asked by PCPs (66% of eConsults)
- Interpretation of image report: 16%
- What test to choose to investigate symptom: 15%
- Interpretation of a clinical finding: 14%
- Medication: 13%
- Hematuria: 13%
- Renal masses: 8%
- Kidney stones: 7%
- Recurrent UTIs: 6%
- Other*: 66%

*Topics related to: testes/scrotum issues, prostate cancer, PSA issues, erectile dysfunction, and incontinence.

Impact
- eConsult is an effective tool for the field of urology to continue exploring.
- eConsult is a unique avenue to improve access to urology services and strengthen communication with PCPs.

Case Example
A patient’s prostate cancer screening reveals unusual levels of prostate-specific antigen. Concerned, the PCP seeks guidance on follow-up testing from a specialist.

Day 1
Specialist reassures the PCP that the levels are fine and no further testing is needed.

Day 2
PCP accepts the recommendation and closes the case.

Reference: