

Urology eConsults



Long wait times for urology can lead to late diagnosis and poor patient outcomes

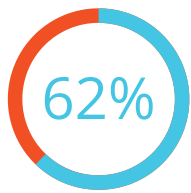


eConsult can help improve timely access to urologists

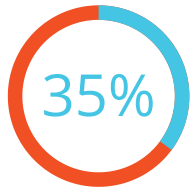
The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers (PCPs) and specialists

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



The average urologist response time was

2.5 days



PCPs reported the service as high or very high quality for their patient in

89% of cases

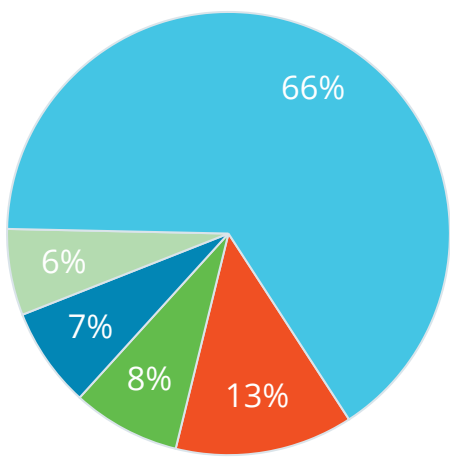


70% of cases

took less than 10 minutes to complete

Content of questions asked by PCPs

% of eConsults



	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

Frequent Inquiries



16%

Interpretation of image report



15%

What test to choose to investigate symptom



14%

Interpretation of a clinical finding



13%

Medication

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

Day 1

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 2

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.

