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

A total of 53 services were identified in the literature. Respondents representing 10 services participated in telephone interviews. We conducted a literature search in April 2017 to identify existing eConsult services around the world.

### Methods

- We conducted an environmental scan with three stages: literature review; grey literature search; and targeted, semi-structured key informant interviews.
- We generated a list of potential interview candidates from among the stakeholders identified.
- We conducted semi-structured interviews by telephone using an interview guide based on the RE-AIM framework.

### Themes

Team members followed the thematic synthesis approach outlined by Thomas and Harden (2018). Emerging themes were agreed upon by consensus and amended as needed based on new data.

#### Service Structure

- Implementation
- Payment
- Platform
- Usage

#### Benefits

- Avoiding Visits
- Cost Savings
- Managing Wait Times
- Improving Care
- Building Relationships
- Streamlining Referrals

#### Implementation Challenges

- Articulating Value
- Minimizing Burden
- Scale-Up
- Financial Barriers
- Technology Challenges
- Care Delivery

#### Implementation Enablers

- Embedding in Workflows
- Addressing Concerns
- Building on Infrastructure
- Engaging Champions
- Responding to Need

### Service Structure

- Services vary in scope, technology platform, financial structure and engagement strategy.

- Services emerged as private companies, research pilots, government initiatives and extensions of existing hospitals or healthcare clinics.

- Respondents identified similar barriers and enablers to implementation of electronic consultation services.

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