

Traditional faxed consultations versus eConsults

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

To compare traditional fax referral and eConsult, the below samples were analyzed from an endocrinologist clinic:

- **300 faxed referrals** (sent between Mar - Jul 2017)
- **300 eConsults** (submitted between Jan to Dec 2017)



Most faxed consultations were requests for shared care in diabetes mellitus.



Most eConsults requested help with diagnostic test interpretation.



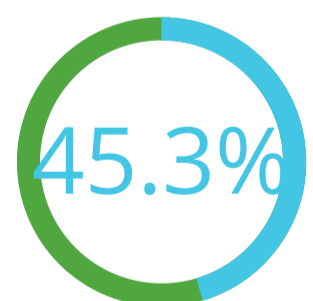
25–27% of faxed consults were identified as potentially amenable to eConsult.



The median eConsult response time was only 3 days.



Referring provider behaviour was changed in 45.3% of eConsult cases through avoidance of face-to-face consultation.



eConsult is a **promising tool** for PCPs to improve access to specialist opinion without necessitating a face-to-face visit.

