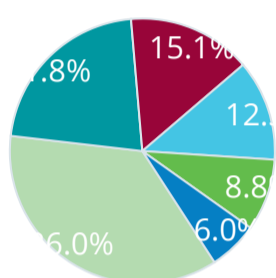


The **eConsultBASE™ service** improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists

From April 2011 to January 2015, **180 PCPs** directed **464 eConsults** to endocrinologists

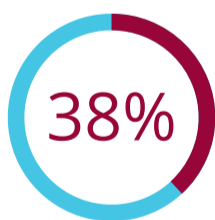
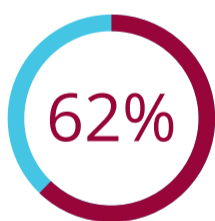
Content of questions asked by PCPs % of eConsults



■ Thyroid	36.0%
■ Other*	21.8%
■ Bone metabolism	15.1%
■ Diabetes	12.3%
■ Reproductive System	8.8%
■ Adrenal	6.0%

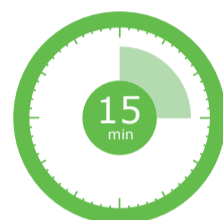
*Topics included: pituitary, calcium, lipids, and hypoglycemia

eConsults provided PCPs with advice for a new or additional course of action



Original course of action was confirmed

82% of cases took **15 minutes or less** to complete



Median response time was **7 hours**

The most common questions from PCPs pertained to...



33% Drug Treatment

- Indications for initiating therapy
- Choice of drug



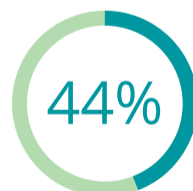
28% Diagnosis

- Laboratory and pathology test or image report interpretation
- Next best choice of test



14 % Management

- Necessity of a referral



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

Case Example

Day 1

PCP seeks advice on how to manage a 51 year-old man with unusually high cortisol levels. The patient suffers from multiple conditions, including anxiety and chronic migraines, and is on several medications. PCP provides a list of symptoms and prescriptions.

Day 1

Specialist notes that one of the prescribed medications causes high levels of cortisol binding and can affect test accuracy. Specialist advises an alternative method for testing cortisol that should be more accurate.

Day 1

PCP accepts the recommendation and closes the case.

