

Comparing two models of Ontario eConsults

The **eConsult BASE™ service** improves access to specialist care for patients, facilitating efficient and secure electronic communication between Primary Care Providers (PCPs) and specialists.

The Ontario eConsult service works through two models:



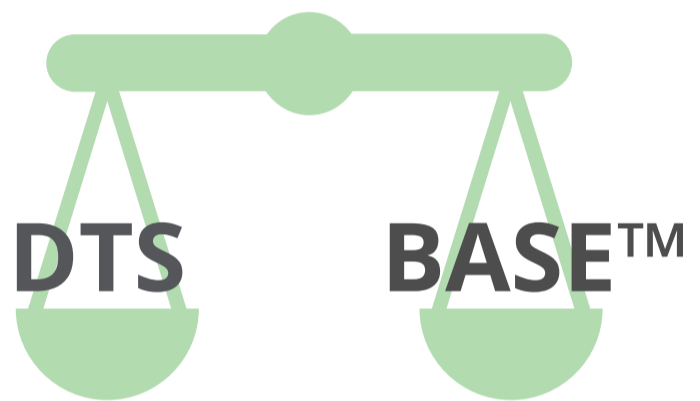
Direct-to-specialist (DTS) model, where PCPs select a specialist from a directory.



Building Access to Specialists Through eConsultation (BASE™), where PCPs choose a specialty group and are assigned a specialist from a qualified pool based on availability.

From Oct 2018 to Sept 2019, **26,121 eConsults** were analyzed, assessing both DTS and BASE™ models.

Outcomes from the 2 Models



While the majority of growth occurred under BASE™, survey responses showed that both models provided similar outcomes in terms of new info offered and impact on decision to refer.

PCPs were able to confirm a course of action that they originally had in mind in **41.4% of BASE™ cases** and **41.3% of DTS cases**.



PCPs received advice for a new or additional course of action in **54.7% of BASE™ cases** and **56.3% of DTS cases**.

A referral was originally contemplated but avoided in **51.3% of BASE™ cases** and **53.3% DTS cases**.

