

Just a Click Away

Exploring patients' perspectives on receiving care through the Champlain BASE(TM) eConsult service*

Our Vision Our Mission: Through homeownership, Nonprofit Capital District helps to develop and transform communities by building affordable and sustainable homes in partnership with lower-income families.

100%



All patients interviewed agreed that eConsultation is an acceptable way to access specialist care



87%

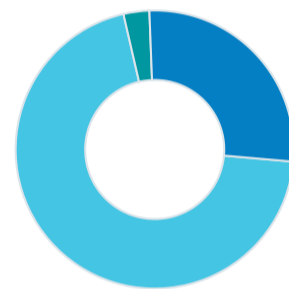
87% of respondents said the eConsult service was useful in their situation

Strengthened Role of Primary Care



"[family] physicians are very skilled but there's different physicians that [...] practice in different fields. [...] Our doctor, he's a general practitioner and if he needs advice, **it's just a click away.**"

Is eConsult an acceptable alternative to face-to-face specialists visits?



■ Yes 70 ■ No 3 ■ Unsure 27

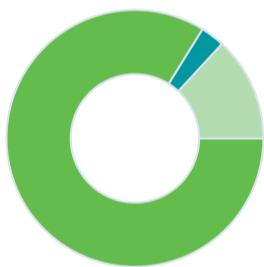
Improved Access

"she took photos of both my hands [and] sent them through the eConsult and within 24 hours I was back in the office."



"if I wanted to see them [the specialist] face-to-face it would have taken possibly months."

Would you ask your PCP to use the eConsult service on your behalf in the future?



■ Yes 83 ■ No 3 ■ Unsure 13



An eConsult service provides a secure means of asynchronous online communication between PCPs and specialists, allowing the PCP to pose a patient question and receive a detailed reply from a specialist, which they can use to treat the patient themselves or determine whether a face-to-face referral is needed.



The purpose of this study was to explore patients' attitudes towards eConsult and their experiences with the service as a means of receiving care. 30 people in Ottawa, whose primary care provider had completed an eConsult on their behalf, were interviewed by phone in 2015 about their opinions and experiences.



Patients expressed acceptance for eConsult as a model for improving access to specialist care, had largely positive experiences with it as a model of care delivery, and supported its use in their future care.

