Ten Steps to Establishing eConsult

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

Excessive wait times for specialist care results in decreased access. We created and implemented electronic consultation in Eastern Ontario to address these problems.

The eConsult project began in 2009 with the launching of the live site in early 2010. Subsequent pilot testing with evaluation was completed in March 2011.


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1. Partners
   Form your project team

2. Platform
   Leverage what’s already deployed

3. Pilot
   Start small and grow

4. Product
   Practical form & workflow design

5. Privacy
   Ensure security & privacy requirements

6. Process
   Fit into clinic workflows

7. Participants
   Sustained engagement

8. Payment
   Remuneration and duty of care

9. Provide Feedback
   Evolve based on regular feedback

10. Plan the Transition
    Prepare for sustainability

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**Impact**

In following these 10 steps, we believe that the eConsultation system and its association improvements can be effectively implemented in other healthcare settings.

**eConsult Adoption**

<table>
<thead>
<tr>
<th>Early Adoption Data</th>
<th>Current Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr 2011 - Jan 2013</td>
<td>Apr 2011 - Jan 2019</td>
</tr>
<tr>
<td>Specialist services available</td>
<td>22</td>
</tr>
<tr>
<td>Registered primary care providers</td>
<td>200</td>
</tr>
</tbody>
</table>

**Number of eConsult Cases Completed**

- **Early Adoption** (Apr 2011 - Jan 2013):
  - 10 Steps Paper: 843 cases

- **Current Status** (Apr 2011 - Jan 2019):
  - eConsult Adoption: 6399 cases
  - Total cases completed: 7072 cases