

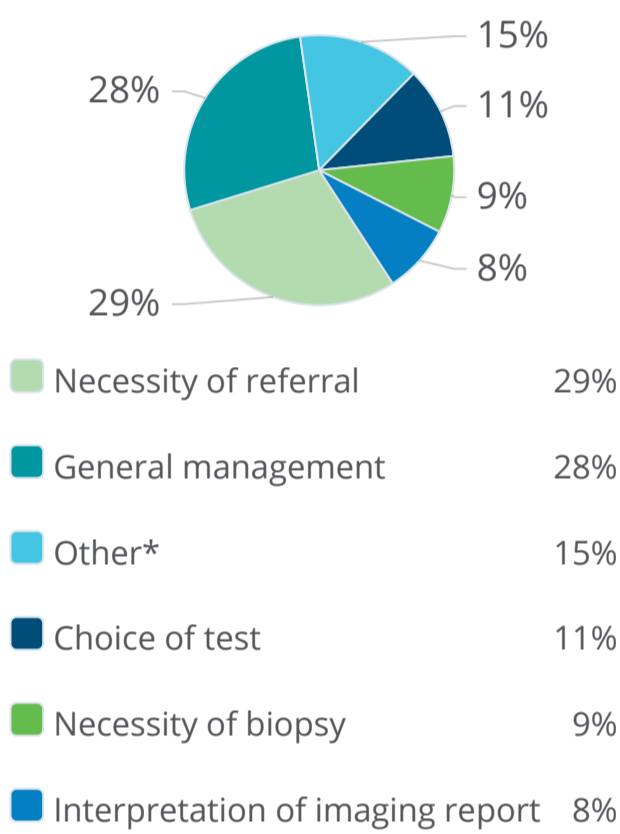
Otolaryngology-Head and Neck Surgery eConsults

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

From July 2011 to January 2015, **109 eConsults** were directed toward otolaryngology - head and neck surgery

Most common questions from PCPs

% of eConsults



*Topics included: interpretation of clinical findings, goals of treatment, and indications for procedure



76% of cases took **less than 10 minutes** to complete

93% of cases were answered **within 7 days**



The content of questions asked by PCPs pertained to...



49% Head and Neck

- Oral mucosal lesion
- Thyroid nodule/goiter
- Sore head and neck/tonsillitis



31% Otology

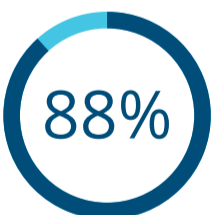
- Vertigo/dizziness
- Mastoiditis
- Ear pain



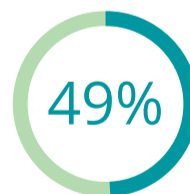
20% Rhinology

- Nasal congestion/discharge
- Smell disturbance

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



PCPs who rated eConsult as high/very high value for patients



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

Case Example

Day 1

PCP contacts specialist about a young patient with intermittent trouble swallowing, and asks for guidance in diagnosis/treatment.

Day 1

Specialist asks whether the patient has experienced any changes to diet or weight loss resulting from the inability to swallow, and provides a recommended course of action in either case.

Day 5

PCP accepts advice and closes case.

