

eConsults improve access to specialist advice for patients with diabetes

Endocrinology eConsults comprise **7%** of all eConsults in Ontario.



To find out the types of diabetes clinical questions asked in eConsults, **326 Endocrinology eConsults** were studied, submitted between January 2018 and December 2020.

Of all Endocrinology eConsult cases, 14.7% were diabetes-related



The most commonly asked diabetes clinical question was “what drug to choose next” (53%)



eConsults came to a mean of \$41.26 each (based on Specialist time billed)



Specialist response times were a median of 3.2 days



Outcomes of the eConsults

82% of patients did not require a face-to-face referral after completion of the eConsult.

56% of PCPs reported they received good advice for a new or additional course of action

70% of PCPs rated the specialist answer as “very valuable”.



Case Example



PCP Question: I have a diabetic patient taking Crestor 40 mg and several other medications. Now that LDL is under 0.20 and triglycerides are 2.70, should the medication be decreased? Is there any risk of LDL being too low?



Specialist Response: Remember that a high triglyceride level makes the LDL calculation less reliable. I am not aware of a concern of LDL being too low. I suggest asking for fasting lipids for a more accurate picture and maintaining Crestor 40 mg unless a decrease to 20 mg is desired.



PCP accepts advice and closes the case.

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

