

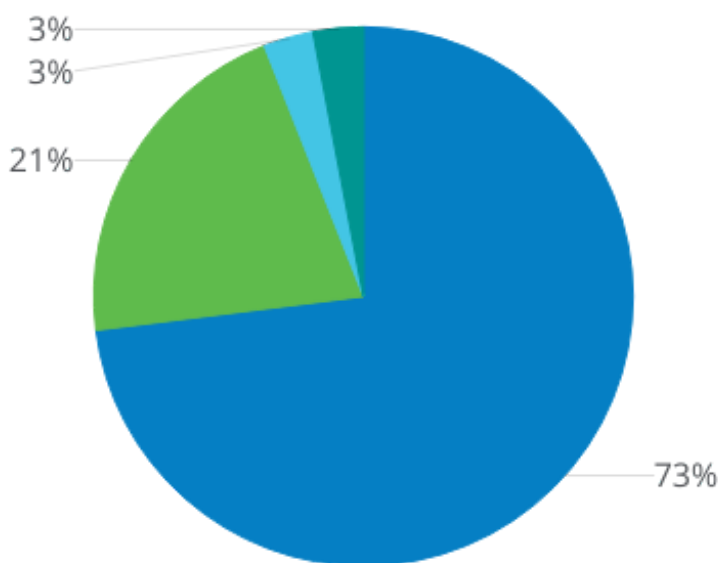
Evaluating the use of eConsult in Transgender Care

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

Between January 2017 and December 2018, **62 eConsults** were submitted to specialists in transgender care by primary care providers

Impact of eConsult on PCP Actions

By % of cases in close-out survey



- Received advice for a new/additional course of action
- Confirmed a course of action I had in mind
- I did not find the response helpful
- None of the above

Major eConsult themes identified

- 1 Interpretation/management of abnormal bloodwork
- 2 Change in management due to lack of desired effect/hormone levels not a target
- 3 Initiation of hormone therapy/ initial work-up
- 4 Management of adverse effects of hormone therapy
- 5 Transition related surgery counseling and post-op complications
- 6 Management of patients with comorbidities

45% of cases did not require an face-to-face specialist visit



Median response time **1.2 days**



Average time spent by specialists completing eConsult



"I truly appreciate your recommendations and references. This was truly helpful."
"Trans Healthcare CME (continuing medical education) is ++++++ needed!"
- **PCP eConsult Users**

Case Example

Day 1

PCP asks specialist for advice on contraception for transmale patient concerned about contraceptive-induced breast growth

Day 3

Specialist responds recommending an IUD to avoid potential side effects of oral contraceptives, provides a resource where the PCP can sign their patient up for a low-cost IUD, and mentions that a hysterectomy can be an option if the patient desires.

Day 3

PCP accepts advice, closes case.

