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.

**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.

**Impact of eConsult on PCP Actions**

- 73% Received advice for a new/additional course of action
- 21% Confirmed a course of action I had in mind
- 3% I did not find the response helpful
- 3% None of the above

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

Median response time 1.2 days

**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

**Average time spent by specialists completing eConsult**

18 min

"I truly appreciate your recommendations and references. This was truly helpful."

"Trans Healthcare CME (continuing medical education) is +++++++ needed!"

- PCP eConsult Users


Contact: Dr. Clare Liddy, cliddy@uottawa.ca

www.ChamplainBASEeConsult.com