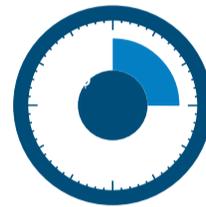


Geriatrics eConsults

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

From April 2011 to July 2015, **338 PCPs** submitted **1,796 eConsults** for patients above 65 years of age

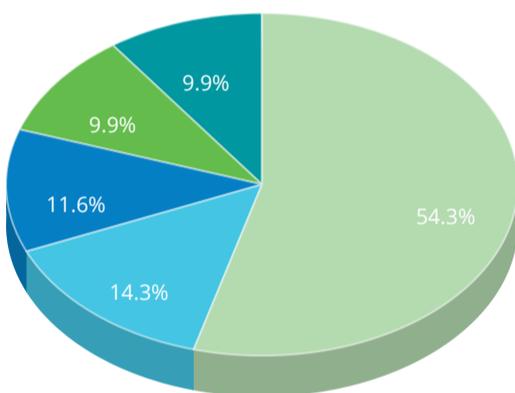
Median response time was **19 hours**



82% of cases took **less than 15 minutes** to complete

Frequently accessed specialty groups for older people

% of eConsults



- Other* 54.3%
- Dermatology 14.3%
- Cardiology 11.6%
- Endocrinology 9.9%
- Hematology 9.9%

*Topics included: neurology, rheumatology, and nephrology

Older adults living with complex issues (i.e. multiple health issues, mobility, cognitive, frailty concerns) benefit from eConsult through:



Reduced need for face-to-face visits

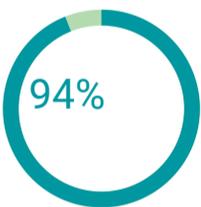


Shorter wait times



Faster access to specialist advice

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



PCPs' **average rating** for eConsult's value to patients



eConsult cases completed without patient needing a face-to-face specialist visit

Case Example - Dermatology

- Day 1** PCP contacts specialist seeking management advice for an elderly patient with a small lesion on their ear.
- Day 2** Specialist suggests the lesion is a venous lake and provides guidelines for diagnosis. Specialist notes that such lesions are benign and do not require removal except for cosmetic reasons.
- Day 10** PCP conducts test, agrees with specialist, and notes that the patient would like the lesion removed.
- Day 10** Specialist responds that venous lakes are best treated by laser therapy and suggests a specific clinic.
- Day 10** PCP accepts advice and closes the case.