

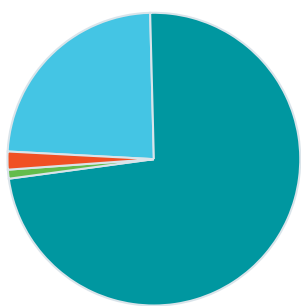
Chronic Pain eConsults

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

93 PCPs submitted **199 eConsults** to four chronic pain specialists between April 15, 2011 and June 30, 2015

Outcome of eConsult cases reported by PCPs (%)

I was able to confirm a course of action that I originally had in mind (24%)



I got advice for a new or additional course of action (74%)

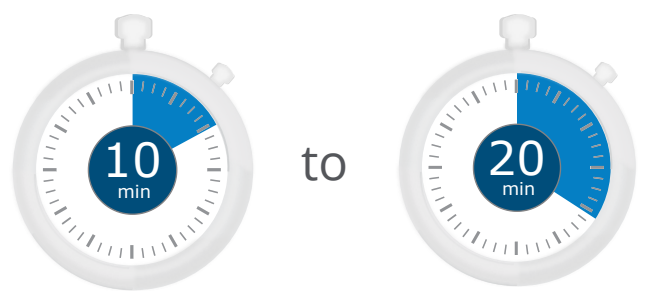
None of the above (2%)

I did not find the response very useful (1%)

36% of cases resulted in an unnecessary referrals being avoided

44% of eConsult cases resulted in a patient referral

In over half of all cases, specialists reported taking between



to complete their eConsult



The median response time was 1.9 days

Primary care providers sought advice pertaining to...



Drug Treatment

- Treatment Strategies



Management

- Community Pain Resources
- Concern for the patient's wellbeing and frustration at previous treatments lack of success

Specialists responded with advice on...



Drug Treatment

- Including instruction on safe opioid prescribing



Management

- Directed PCPs to published guidelines and community resources
- Validated the PCP's frustration or concern

Case Example

Day 1

PCP asks specialist about a patient with ongoing neuropathic pain and leg spasms. Patient is currently using marijuana and fentanyl for pain management and is having issues with the fentanyl patch adhering. PCP requests suggestions for different approach.

Day 5

Specialist suggests switching from marijuana to an oral cannabinoid and suggests baclofen for spasms. Specialist refers to opioid guidelines, offers detailed advice on opioid rotation, and offers to continue dialogue as needed to guide PCP.

Day 5

PCP thanks specialist and notes intention to speak with patient about recommendations.

