

eConsult in Long-Term Care

The eConsultBASE™ service is a secure web-based tool that allows physicians and nurse practitioners timely access to specialists advice for all patients and often eliminates the need for an in-person specialist visit.



100,000+

older adults are cared for in long-term care homes each year*

625

long-term care facilities in Ontario*

97%

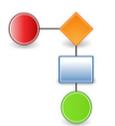
of residents have 2+ chronic conditions (i.e. 76% heart disease; 64% hypertension; 63% dementia)**

Long-term care residents experience increased need for specialist care.
eConsult improves access to specialist advice.

Impacts of eConsult



Improves quality of patient care and patient safety



Revitalizes current referral workflows



Addresses gaps in care



Reduces wait times for necessary specialist visits



Reduces unnecessary transfers from the home



Decreases costs and burden to the residents, families and home

Caregiver Perspectives

“ eConsult provides an extremely valuable service to residents by helping to connect their primary care providers with specialists.

- Deanne Houghton, Caregiver ”

Provider Perspectives

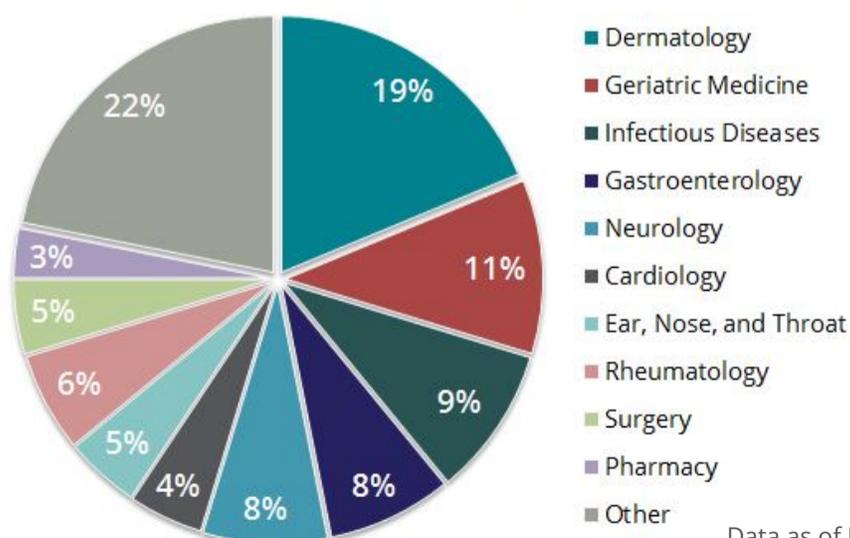
“ Extraordinary attention to detail and extremely helpful for this elderly patient. ”

“ Thanks very much for the response. We can avoid sending the resident for an outpatient apt to dermatology now. ”

“ Due to this reply, I was able to avoid an ER visit and instead connect the patient directly to proper specialist care. ”

The Ontario eConsult Centre of Excellence is leading the integration of eConsult services into the long-term care sector in partnership with the Ontario Centre for Learning, Research and Innovation in Long-term Care at Bruyère.

Specialty Groups Accessed for Residents % of eConsult cases in LTC



- 125 cases submitted from LTC
- 70% of cases were resolved with no face-to-face specialist visit needed
- In 91% of cases, providers received advice for a new or additional course of action
- 100+ specialty services are available, including dermatology, infectious disease, and pharmacy

Data as of December 31, 2018 from the Champlain Health Region

