

Sustainability of the eConsult Service

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 April 2016, **14,105 eConsults** were directed to **56** medical specialty groups



95% of cases took specialists **20 minutes** or less to complete



Median specialist response time was **21 hours** with 75% answered within 3 days



65% of eConsults were resolved without a specialist visit

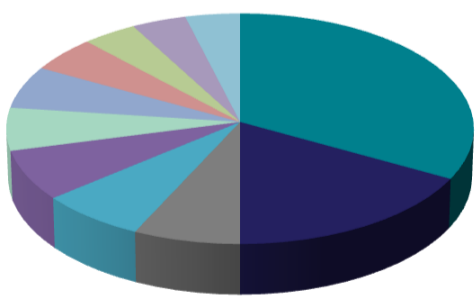


40% of eConsults resulted in avoidance of a planned specialist visit

April 2011 → April 2016

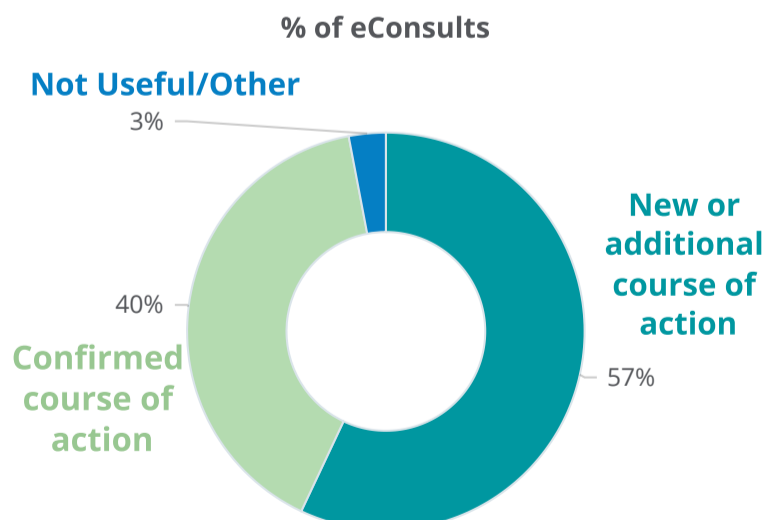
Cases closed in one month	4	769
Physicians and nurse practitioners	87	1020
Specialty groups	16	63
Specialists	36	132

Specialty groups consulted by PCPs (% of cases)



- Other (33%)
- Dermatology (17%)
- Endocrinology (7%)
- Obstetrics/Gynecology (7%)
- Hematology (7%)
- Cardiology (6%)
- Neurology (6%)
- General Pediatrics (5%)
- Infectious Diseases (4%)
- Urology (4%)
- Gastroenterology (4%)

Impact of eConsults on PCP course of action



Current Status as of May 2018

112 specialty groups represented
1421 PCPs using the service
520 clinics
118 towns & cities
1434 cases closed in one month
39,387 cases completed

