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.

Impact of eConsults on PCP course of action:
- 57% of eConsults resulted in new or additional course of action.
- 40% confirmed course of action.
- 3% not useful/other.

Cases closed in one month:
- April 2011: 4
- April 2016: 769

Physicians and nurse practitioners:
- April 2011: 87
- April 2016: 1020

Specialty groups:
- April 2011: 16
- April 2016: 63

Specialists:
- April 2011: 36
- April 2016: 132

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.