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

From June 2014 to June 2016, 367 PCPs submitted 1,064 eConsults to pediatric specialists.

- Median response time was 22 hours.
- 96% of cases took 20 minutes or less to complete.

**Case Example - Dermatology**

PCP contacts specialist about patient with extensive warts to both feet (~20 per foot) that began several years ago with very slow improvement. Recent blood work shows a slight lymphopenia. PCP asks if they should be worried about immune compromise and attaches images and lab test results.

Specialist suggests possible tests, review by infectious disease/immunology, and treatment of warts via freezing or other methods that induce an inflammatory response. PCP could also consider administering the HPV vaccine to boost humoural immunity if patient has not already received it.

PCP accepts advice, closes case.

**Additional Observations**

- **$135.16**: Estimated indirect cost savings per visit for a patient’s family.
- **37%**: Referral was originally considered but avoided as a result of eConsult.
- **49%**: Original course of action was confirmed.
- **94%**: PCPs who rated eConsult as high/very high value for patients.
- **48%**: eConsults provided PCPs with advice for a new or additional course of action.

- **Topics included:** hematology/oncology, neurology, infectious disease, and ophthalmology.
- **Median response time was 22 hours.**
- **96% of cases took 20 minutes or less to complete.**


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