PCP Adherence to Specialist Advice in eConsult

The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers (PCPs) and specialists

We conducted a descriptive analysis based on a retrospective chart audit of 291 eConsults done between January 20, 2017 and August 31, 2017. Patients' charts were reviewed until 6 months after specialist response.

Less is known about primary care clinicians' actions following an eConsult, namely adherence to specialist advice and communication of results to patients.

We reviewed patient charts to assess if the primary care clinician implemented the specialist's advice and if, how, and when the PCP communicated the results to the patient.

**Results**

Primary care clinicians adhered to specialist advice in **82% of cases**

Adherence ranged from 62% to 93% across recommendation categories.

**Most common question categories**

- **Diagnosis:** 63%
- **Management:** 27%
- **Drug Treatment:** 10%
- **Procedures:** 1%

**Method of clinician-patient communication after eConsult**

- Face-to-face visit with PCC: 38%
- Telephone call by PCC: 32%
- Telephone call by nurse: 19%
- e-Mail via patient portal: 9%
- Other*: 2%

*Telephone call by a clerk (2 cases), face-to-face contact with a nurse (1 case), unclear which method was used (2 cases)

**We found evidence that the primary care clinicians communicated the eConsult results to patients in **79% of cases****

**63%**

**27%**

**10%**

**1%**

The eConsult service delivers specialist advice that is:

- Actionable by primary care clinicians
- Communicated in a timely fashion
- Valuable to the delivery of prompt, high-quality care

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