

# 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

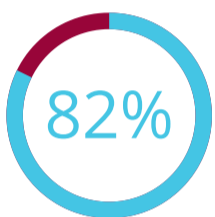


Less is known about primary care clinicians' actions following an eConsult, namely adherence to specialist advice and communication of results to patients



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



**63%** Diagnosis



**27%** Management



**10%** Drug Treatment



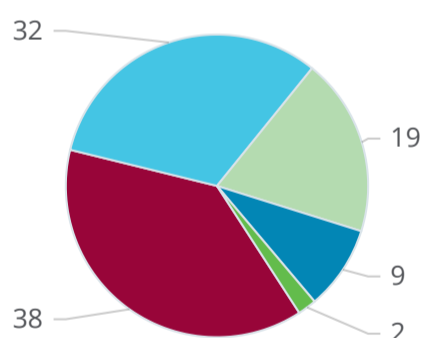
**1%** Procedures



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

### Method of clinician-patient communication after eConsult

% of eConsults



- 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)



Median time to communication after specialist response was **5 days**, and **90% of patients** were contacted within **46 days**



A face-to-face visit took place for **50% of patients** within **13 days**



**50% of patients** who were informed via a telephone call, voice mail or the patient portal got their results within **2 days**

## 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