The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers (PCPs) and specialists. Partnering with the Canadian Foundation for Healthcare Improvement, we supported the implementation and expansion of eConsult in four provinces across Canada: Alberta, Manitoba, Quebec, and Newfoundland and Labrador.

In every province, services demonstrated higher rates of usage in their last quarter of data than their first.

**Across Canada**

- **Alberta**
  - 22 specialties available
  - 17 days average response time*

- **Manitoba**
  - 29 specialties available
  - 3 days average response time

- **Québec**
  - 22 specialties available
  - 4 days average response time

- **Newfoundland and Labrador**
  - 35 specialties available
  - 4 days average response time

*Average response time is in 4-6 days from Jan. 2019 to Jan. 2020

**Outcomes**

- eConsult was successfully implemented in four new provinces
- Consistent outcomes

**Partners**

- Alberta Netcare eReferral
- Newfoundland and Labrador eConsultBASE™
- eConsultBASE™ Manitoba
- eConsult Quebec

**Engaged National Partnerships**

- Canadian Foundation for Healthcare Improvement (CFHI)
- College of Family Physicians of Canada (CFPC)
- Canadian Medical Protective Association (CMPA)
- Royal College of Physicians and Surgeons of Canada (RCPSC)
- Canada Health Infoway (CHI)
- Canadian Nurses Association (CNA)
- Canadian Patient Safety Institute (CPSI)
- Royal College of Physicians and Surgeons of Canada (RCPSC)

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**Reference**