The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists. From June 2013 to January 2015, 121 eConsults were submitted to gastroenterologists by primary care providers.

The most common questions from PCPs pertained to...

- **51% Diagnosis**
- **30% Management**
- **9% Drug Treatments**
- **7% Procedures**

68% of cases did not require a face-to-face visit.

Median specialist response time 2.9 days.

97% of PCPs rated the quality of their eConsult as high or very high.

### Categories of questions asked by PCPs

<table>
<thead>
<tr>
<th>Category</th>
<th>% of eConsults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatology</td>
<td>13%</td>
</tr>
<tr>
<td>GI Symptoms</td>
<td>31%</td>
</tr>
<tr>
<td>Specific Luminal Diseases</td>
<td>23%</td>
</tr>
<tr>
<td>Other</td>
<td>33%</td>
</tr>
</tbody>
</table>

PCP received advice for a new or additional course of action - 66%

A referral was originally contemplated but avoided as a result of eConsult - 42%

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**Case Example**

PCP asks specialist about a patient whose symptoms are likely related to irritable bowel.

The specialist responds with an approach to the diagnosis and management of IBS. Reference is made to the Canadian Association of Gastroenterology Clinical Practice Guideline for the Management of Irritable Bowel Syndrome. A link to the guideline is provided.

PCP accepts advice, closes case.

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