

# Gastroenterology eConsults

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**



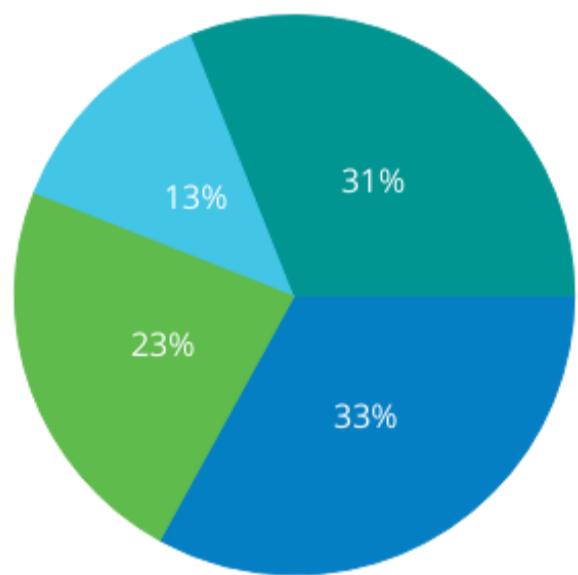
**9% Drug Treatments**



**7% Procedures**

## Categories of questions asked by PCPs

% of eConsults



Hepatology

GI Symptoms

Specific Luminal Diseases

Other

**68%**

of cases did not require a face-to-face visit

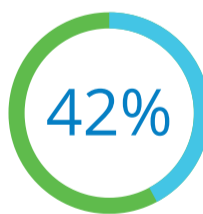


Median specialist response time 2.9 days

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



PCP received advice for a new or additional course of action



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

## Case Example

Day 1

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

Day 1

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.

Day 1

PCP accepts advice, closes case.

