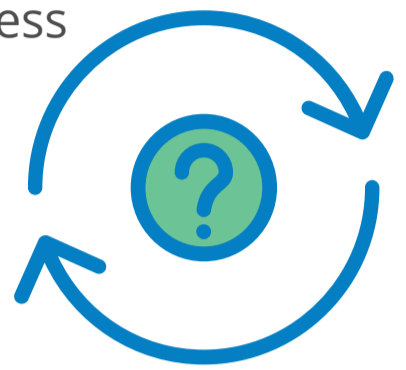


Using eConsults to support patients living with frailty

The eConsultBASE™ service improves access to specialist care for patients, facilitating efficient and secure electronic communication between Primary Care Providers (PCPs) and specialists.

Frailty is a complex condition that often involves multiple chronic diseases, and may require access to a range of specialists.

Despite the rising number of Canadians living with frailty, PCPs have limited guidance or training for frailty care.

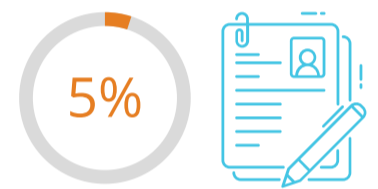


PCPs most frequently directed their questions to:

- Cardiology (11%)
- Gastroenterology (11%)
- Endocrinology (10%)



Only 5% of eConsults were sent to geriatric specialty groups.



95% of PCPs rated the specialist' responses as 'helpful' or 'very helpful'

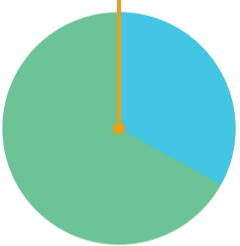


Specialist response times took an average of 1.11 days



Outcomes of the eConsults

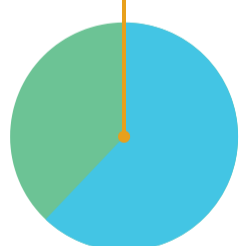
33%



33% of PCPs were able to confirm a course of action they already had in mind

62% of PCPs got good advice for a new/additional course of action

62%



Case Example

Day 1

PCP Question: Patient is non-ambulatory with advanced dementia and chronic pain. Dislocated shoulder 3 months ago with associated fracture. Patient remains in a sling and care staff have been advised to limit abduction and external rotation. Do you have any further recommendations?

Day 1

Specialist Response: Longer immobilization might lead to further loss of function. Immobilize for 4 weeks, then teach staff to help with gentle passive range of motion 2-3 times a day. After 6 weeks, put the sling away and encourage active arm movement. Educate staff and visitors about signs of redislocation.

Day 27

PCP accepts advice, closes case.

