

Patient Perspectives on Chronic Pain Clinic Wait Times

A study was conducted at **The Ottawa Hospital Pain Clinic** in Ontario from **July 2014 to August 2015**. A total of **66 patients** completed the waiting room survey.



Wait times for chronic pain care exceed timelines deemed acceptable by patients



Excessive wait times cause anxiety and reduce capacity to participate in daily activities for those living with chronic pain



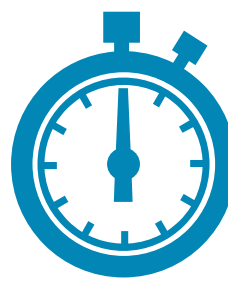
Innovative solutions such as electronic consultation and shared care models hold promise

The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers (PCPs) and specialists

83% of patients stated that their ideal wait time was less than

32% received an appointment within this time frame

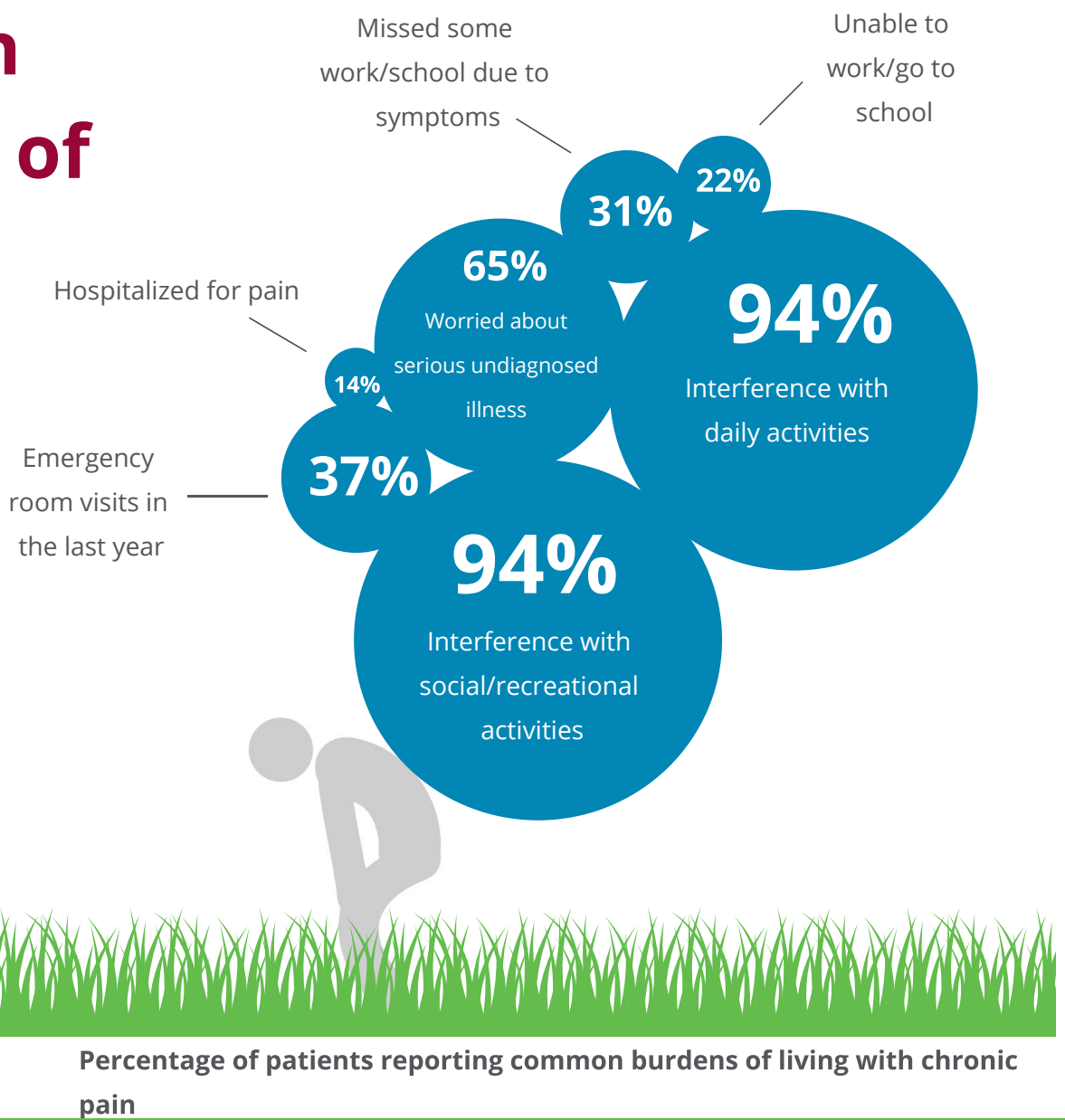
3 MONTHS



Only 37% of patients felt the current wait time for their appointment was appropriate

31% of patients reported waiting **A YEAR OR MORE**

Common Burdens of Chronic Pain



A study of an eConsult service for patients with chronic pain found that:

- PCPs received responses from specialists in a median of **1.9 DAYS**
- **36% of cases** resulted in avoiding unnecessary referral
- Only **44% of cases** resulted in a referral

Implications



There is a need for new strategies to reduce wait times, and patients need to be involved



eConsult services may offer an alternative by facilitating communication between primary care providers and specialists

