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.

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

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

83% of patients stated that their ideal wait time was less than 3 MONTHS.

32% received an appointment within this time frame.

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

31% of patients reported waiting A YEAR OR MORE.

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.

Common Burdens of Chronic Pain

- Missed some work/school due to symptoms: 65%
- Unable to work/go to school: 22%
- Emergency room visits in the last year: 37%
- Interference with daily activities: 94%
- Worried about serious undiagnosed illness: 31%
- Interference with social/recreational activities: 94%
- Hospitalized for pain: 4%
- Worried about emergency room visits in the last year: 65%
- Worried about missed work/school due to symptoms: 31%

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- 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.