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

From June 2014 to May 2016, 66 PCPs directed 85 eConsults to pediatric hematology/oncology specialists

99% of cases were completed in less than 10 minutes
Average response time was 3.5 hours
90.5% of cases were directed to hematology vs. 9.5% to oncology

Content of questions asked by PCPs

- Other* 36.5%
- Anemia 23.5%
- Hemoglobinopathy 12.9%
- Bleeding disorder 11.8%
- Thrombotic state 8.2%
- Neutropenia 7.1%

*Topics included: thrombocytosis, lymphadenopathy, and high hemoglobin

41% Original course of action was confirmed
55% eConsults provided PCPs with advice for a new course of action
40% Referral was originally considered but avoided as a result of eConsult

Case Example

PCP contacts specialist about newborn girl whose lab work revealed megathrombocytes (large platelets). PCP provides summary of lab results and asks if further investigation is needed.

Specialist responds that platelet count is normal so no immediate follow-up is necessary. Specialist recommends repeating lab work in 2-3 months as a precaution.

PCP accepts advice and closes case.


www.ChamplainBASEeConsult.com
Contact: Dr. Erin Keely, ekeely@toh.ca