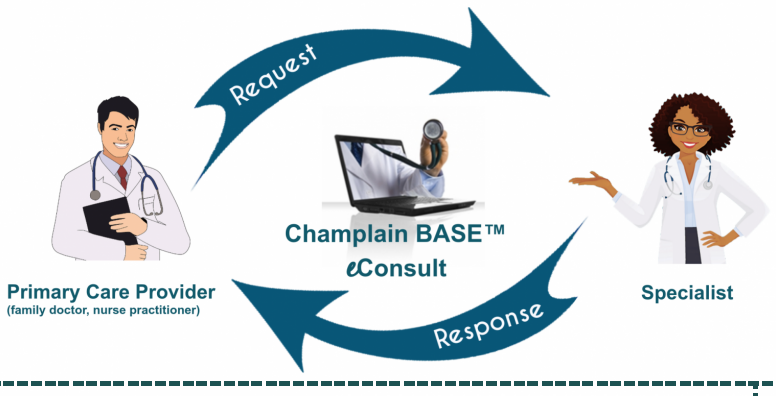
Otolaryngology-Head and Neck Surgery eConsults

Champlain BASE™ eConsult

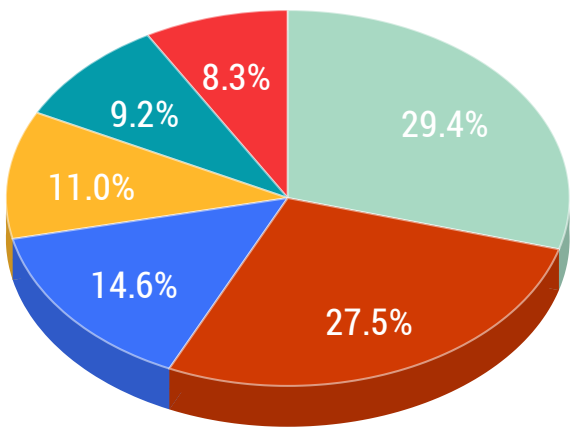
Champlain BASE™ eConsult service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists



From July 2011 to January 2015, **109 eConsults** were directed toward otolaryngology - head and neck surgery

Most common questions from PCPs

% of eConsults



Necessity of referral	29.4%
General management	27.5%
Other*	14.6%
Choice of test	11.0%
Necessity of biopsy	9.2%
Interpretation of imaging report	8.3%

*Topics included: interpretation of clinical findings, goals of treatment, and indications for procedure

76% of cases took **less than 10 minutes** to complete

93% of cases were answered **within 7 days**

The content of questions asked by PCPs pertained to...

49% Head and Neck

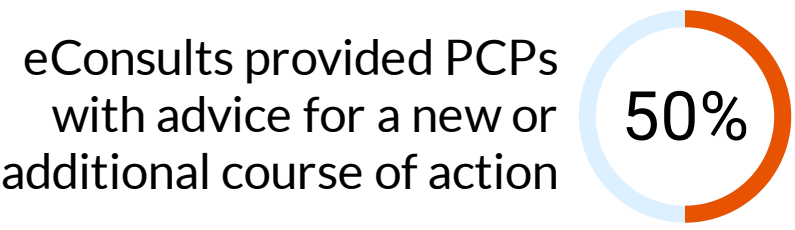
- Oral mucosal lesion
- Thyroid nodule/goiter
- Sore head and neck/tonsillitis

31% Otology

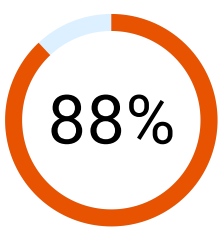
- Vertigo/dizziness
- Mastoiditis
- Ear pain

20% Rhinology

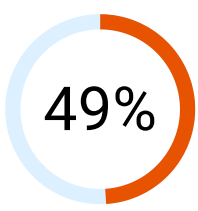
- Nasal congestion/discharge
- Smell disturbance



eConsults provided PCPs with advice for a new or additional course of action



PCPs who rated eConsult as high/very high value for patients



Referral was originally considered but **avoided** as a result of eConsult

Case Example

Day 1 PCP contacts specialist about a young patient with intermittent trouble swallowing, and asks for guidance in diagnosis/treatment.

Day 1 Specialist asks whether the patient has experienced any changes to diet or weight loss resulting from the inability to swallow, and provides a recommended course of action in either case.

Day 5 PCP accepts advice and closes case.

BASE™ eConsult **www.ChamplainBASEeConsult.com** @BASE_eConsult

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Reference: Kohlert, S., Murphy, P., Tse, D., Liddy, C., Afkham, A., & Keely, E. (2017). Improving Access to Otolaryngology - Head and Neck Surgery Expert Advice Through eConsultations. *The Laryngoscope*, 128(2), 350-355. https://doi.org/10.1002/lary.26677.