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

From April 2011 to January 2015, 171 PCPs directed 436 eConsults to hematologists.

99% of cases took 20 minutes or less to complete.

Median response time was 3 days.

The most common questions from PCPs pertained to:

- **42% Diagnosis**
  - Interpretation of a laboratory test or pathology report
  - Choice of test

- **33% Management**
  - General management
  - Necessity of a referral

- **4% Drug Treatment**
  - Adverse effects of drugs

Content of questions asked by PCPs

- **43.8%** Other*
- **22.5%** Anemia
- **12.6%** Neutropenia
- **10.8%** Hyperferritinemia
- **10.3%** Abnormal protein electrophoresis

*Topics included: thrombocytopenia and lymphocytosis

58% of eConsults provided PCPs with advice for a new or additional course of action.

"I am able to improve my knowledge daily!"

**Case Example**

PCP contacts specialist about a middle-aged male patient with high B12 despite not being on a B12 supplement. Patient's complete blood count is normal. PCP asks what the possible cause might be and which tests should be conducted.

Specialist notes that liver disease can cause high B12 and recommends a test.

PCP accepts advice and closes case.