The eConsultBASE™ 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:

- 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: 50%

PCPs who rated eConsult as high/very high value for patients: 88%

Referral was originally considered but avoided as a result of eConsult: 49%

**Case Example**

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

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.

PCP accepts advice and closes case.