The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers and specialists.

A total of 53 services were identified in the literature.

Respondents representing 10 services participated in telephone interviews.

Methods
- We conducted an environmental scan with three stages: literature review; grey literature search; and targeted, semi-structured key informant interviews.
- We generated a list of potential interview candidates from among the stakeholders identified.
- We conducted semi-structured interviews by telephone using an interview guide based on the RE-AIM framework.

Themes
Team members followed the thematic synthesis approach outlined by Thomas and Harden (2018).
Emerging themes were agreed upon by consensus and amended as needed based on new data.

Service Structure
- Implementation
- Payment
- Platform
- Usage

Benefits
- Avoiding Visits
- Cost Savings
- Managing Wait Times
- Improving Care
- Building Relationships
- Streamlining Referrals

Implementation Challenges
- Articulating Value
- Minimizing Burden
- Scale-Up
- Financial Barriers
- Technology Challenges
- Care Delivery

Implementation Enablers
- Embedding in Workflows
- Addressing Concerns
- Building on Infrastructure
- Engaging Champions
- Responding to Need

eConsult services worldwide consistently demonstrated improved access to specialists and high levels of satisfaction by providers.

Services vary in scope, technology platform, financial structure and engagement strategy.

Services emerged as private companies, research pilots, government initiatives and extensions of existing hospitals or healthcare clinics.

Respondents identified similar barriers and enablers to implementation of electronic consultation services.


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