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, 180 PCPs directed 464 eConsults to endocrinologists

82% of cases took 15 minutes or less to complete

Median response time was 7 hours

The most common questions from PCPs pertained to...

- 33% Drug Treatment
  - Indications for initiating therapy
  - Choice of drug
- 28% Diagnosis
  - Laboratory and pathology test or image report interpretation
  - Next best choice of test
- 14% Management
  - Necessity of a referral

Content of questions asked by PCPs

<table>
<thead>
<tr>
<th>% of eConsults</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.0%</td>
<td>Thyroid</td>
</tr>
<tr>
<td>21.8%</td>
<td>Other*</td>
</tr>
<tr>
<td>15.1%</td>
<td>Bone metabolism</td>
</tr>
<tr>
<td>12.3%</td>
<td>Diabetes</td>
</tr>
<tr>
<td>8.8%</td>
<td>Reproductive System</td>
</tr>
<tr>
<td>6.0%</td>
<td>Adrenal</td>
</tr>
</tbody>
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* Topics included: pituitary, calcium, lipids, and hypoglycemia

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

- 62% of cases
- 38% of cases original course of action was confirmed

Case Example

PCP seeks advice on how to manage a 51 year-old man with unusually high cortisol levels. The patient suffers from multiple conditions, including anxiety and chronic migraines, and is on several medications. PCP provides a list of symptoms and prescriptions.

Specialist notes that one of the prescribed medications causes high levels of cortisol binding and can affect test accuracy. Specialist advises an alternative method for testing cortisol that should be more accurate.

PCP accepts the recommendation and closes the case.