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

Partnering with the Canadian Foundation for Healthcare Improvement, we supported the implementation and expansion of eConsult in four provinces across Canada: Alberta, Manitoba, Quebec, and Newfoundland and Labrador.

Across Canada

Alberta
- 22 specialties available
- 17 days average response time

Manitoba
- 35 specialties available
- 25 specialties available
- 4 days average response time

Québec
- 22 specialties available
- 4 days average response time

Newfoundland and Labrador
- 25 specialties available
- 23 specialties available
- 3 days average response time

Impact on PCP Course of Action

In every province, services demonstrated higher rates of usage in their last quarter of data than their first.

eConsult Usage Rates Over Time by Province

Outcomes

- eConsult was successfully implemented in four new provinces
- Consistent outcomes

Partners

Alberta Netcare eReferral
Newfoundland and Labrador eConsultBASE™

eConsultBASE™ Manitoba
eConsult Québec

Engaged National Partnerships

- Canadian Foundation for Healthcare Improvement (CFHI)
- College of Family Physicians of Canada (CFPC)
- Canadian Medical Protective Association (CMPA)
- Royal College of Physicians and Surgeons of Canada (RCPSC)
- Canada Health Infoway (CHI)
- Canadian Nurses Association (CNA)
- Canadian Patient Safety Institute (CPSI)
- Royal College of Physicians and Surgeons of Canada (RCPSC)

Contact: Dr. Clare Liddy, cliddy@uottawa.ca

*Average response time is 4 days from Jan. 2019 to Jan. 2020

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