Ten Steps to Establishing eConsult

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

Excessive wait times for specialist care results in decreased access.

We created and implemented electronic consultation in Eastern Ontario to address these problems.

The eConsult project began in 2009 with the launching of the live site in early 2010. Subsequent pilot testing with evaluation was completed in March 2011.

1. Partners
   Form your project team.

2. Platform
   Leverage what’s already deployed.

3. Pilot
   Start small and grow.

4. Product
   Practical form & workflow design.

5. Privacy
   Ensure security & privacy requirements.

6. Process
   Fit into clinical workflows.

7. Participants
   Sustained engagement.

8. Payment
   Remuneration and duty of care.

9. Provide Feedback
   Evolve based on regular feedback.

10. Plan the Transition
    Prepare for sustainability.

10 STEPS To Developing an eConsultation Service

Impact

In following these 10 steps, we believe that the eConsultation system and its association improvements can be effectively implemented in other healthcare settings.

www.ChamplainBASEeConsult.com

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