Referral was originally considered but avoided as a result of eConsult.

The most common questions from PCPs pertained to...

- 75.7% Drug Treatment
  - Drug of choice
  - Adverse effects from medications
  - Prescribing Indications

- 13.6% Management
  - General management
  - Other providers available

- 10.1% Diagnosis
  - Interpretation of results/lab tests

87% of cases took 15 minutes or less to complete.

Average response time was 3.2 days.

62.1% of eConsults provided advice on a new or additional course of action.

In 32.5% of cases, the current treatment plan was validated.

PCP asks specialist about a patient with depression who is currently using Effexor XR but continues to have avolition, low energy, excessive sleepiness, low self-image and craving for sweets. PCP requests suggestions for altering her medication treatment.

Specialist recommends increasing the dose of the current medication and adding Wellbutrin to the medication regime.

PCP accepts recommendation and closes case.

Case Example

From July 2011 to January 2015, 169 eConsults were requested to psychiatry specialists.

The Champlain BASE™ eConsult service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists.

Content of questions asked by PCPs

- Depressive Disorders: 30.2%
- Anxiety Disorders: 16.6%
- Neurodevelopmental Disorders: 12.4%
- Bipolar and Related Disorders: 11.8%
- Schizophrenia Spectrum and Other Psychotic Related Disorders: 10.7%
- Other: 18.3%

In the other categories, topics included: substance-related and addictive disorders, obsessive-compulsive and related disorders, neurocognitive disorders and more.

62.1% of eConsults provided advice on a new or additional course of action.

In 32.5% of cases, the current treatment plan was validated.

“Excellent collaboration, very quick response...”

Average response time was 3.2 days.

Reference: