Champlain BASE™ eConsult service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists from July 2011 to January 2015, 169 eConsults were requested to psychiatry specialists. 87% of cases took 15 minutes or less to complete. Average response time was 3.2 days. The most common questions from PCPs pertained to drug treatment (75.7%), management (13.6%), and diagnosis (10.1%). A total of 169 eConsults were requested to psychiatry specialists. 31% of eConsults included advice on a new or additional course of action. The most common questions from PCPs were about drug treatment, management, and diagnosis. 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..." Referral was originally considered but avoided as a result of eConsult.

**Case Example**

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

**Day 1**

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

**Day 26**

PCP accepts recommendation and closes case.