Pediatric Hematology/Oncology eConsults

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

From June 2014 to May 2016, 66 PCPs directed 85 eConsults to pediatric hematology/oncology specialists.

99% of cases were completed in less than 10 minutes.

Average response time was 3.5 hours.

90.5% of cases were directed to hematology vs. 9.5% to oncology.

Good, concise answer, saved the patient having to travel to see a specialist which is really helpful given that she has 2 young kids and doesn't drive. Got the answer within 2 hours of submitting the question. Thank you!!

Case Example

PCP contacts specialist about newborn girl whose lab work revealed megathrombocytes (large platelets). PCP provides summary of lab results and asks if further investigation is needed.

Day 1
Specialist responds that platelet count is normal so no immediate follow-up is necessary. Specialist recommends repeating lab work in 2-3 months as a precaution.

Day 1
PCP accepts advice and closes case.

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

Content of questions asked by PCPs

<table>
<thead>
<tr>
<th>Topic</th>
<th>% of eConsults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other*</td>
<td>36.5%</td>
</tr>
<tr>
<td>Anemia</td>
<td>23.5%</td>
</tr>
<tr>
<td>Hemoglobinopathy</td>
<td>12.9%</td>
</tr>
<tr>
<td>Bleeding disorder</td>
<td>11.8%</td>
</tr>
<tr>
<td>Thrombotic state</td>
<td>8.2%</td>
</tr>
<tr>
<td>Neutropenia</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

*Topics included: thrombocytosis, lymphadenopathy, and high hemoglobin.

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eConsults provided PCPs with advice for a new course of action: 55%

Original course of action was confirmed: 41%

Referral was originally considered but avoided as a result of eConsult: 40%