Pediatrics 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 June 2016, 367 PCPs submitted 1,064 eConsults to pediatric specialists.

Median response time was 22 hours.

96% of cases took 20 minutes or less to complete.

$135.16 estimated indirect cost savings per visit for a patient’s family.

Referral was originally considered but avoided as a result of eConsult by 37%.

Original course of action was confirmed by 49%.

PCPs who rated eConsult as high/very high value for patients by 94%.

eConsults provided PCPs with advice for a new or additional course of action by 48%.

Case Example - Dermatology

PCP contacts specialist about patient with extensive warts to both feet (~20 per foot) that began several years ago with very slow improvement. Recent blood work shows a slight lymphopenia. PCP asks if they should be worried about immune compromise and attaches images and lab test results.

Day 1

Specialist suggests possible tests, review by infectious disease/immunology, and treatment of warts via freezing or other methods that induce an inflammatory response. PCP could also consider administering the HPV vaccine to boost humoral immunity if patient has not already received it.

Day 2

PCP accepts advice, closes case.

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