PCP asks question about elderly man who is on two blood thinners as a result of multiple cardiac issues. The patient is undergoing a minor surgery and the surgeon recommends ceasing use of the blood thinners for one week prior to the procedure. The PCP asks if this is wise given the patient's medical history.

**Day 1**

Specialist recommends advising the patient to stop use of one of the two blood thinners only. Given the surgery is minor, the specialist argue this should be sufficient.

**Day 2**

PCP accepts the recommendation and closes the case.

**Case Example**

| eConsults provided PCPs with advice for a new or additional course of action | 53% |
| Content of questions asked by PCPs | % of eConsults |
| Venous thromboembolism (VTE) management | 26.0% |
| Peri-procedural anticoagulation management | 15.5% |
| Thrombophilia testing | 13.3% |
| Superficial venous thrombosis (SVT) | 10.5% |
| Other* | 34.7% |

*Topics included: oral contraceptive pill/hormone replacement therapy (VTE risk) and atrial fibrillation

**Average response time was 36 hours**

From June 2012 to March 2016, **109 PCPs directed 162 eConsults to thrombosis specialists**

**Average time to complete the eConsult was 11 minutes**

**Improved timely access and resource utilization**

"I had a concise but thorough answer back within hours. Where I live we do not have access to a thrombo specialist and the patient would have needed to drive over 2 hours and waited months to get this information."

**Value expert guidance**

"The consultant suggested something that I had not thought about."

**Educational opportunities**

"I can often apply what I’ve learned in an eConsult to future patients as well. Not only have I avoided a referral with this eConsult but I’ll likely save time for future patients in similar situations."

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

"The consultant suggested something that I had not thought about."