Content of questions asked by PCPs

<table>
<thead>
<tr>
<th>% of eConsults</th>
<th>Content of questions asked by PCPs</th>
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</thead>
<tbody>
<tr>
<td>43.8%</td>
<td>Other*</td>
</tr>
<tr>
<td>22.5%</td>
<td>Anemia</td>
</tr>
<tr>
<td>12.6%</td>
<td>Neutropenia</td>
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<tr>
<td>10.8%</td>
<td>Hyperferritinemia</td>
</tr>
<tr>
<td>10.3%</td>
<td>Abnormal protein electrophoresis</td>
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</tbody>
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*Topics included: thrombocytopenia and lymphocytosis

99% of cases took 20 minutes or less to complete

Median response time was 3 days

The most common questions from PCPs pertained to...

42% Diagnosis
- Interpretation of a laboratory test or pathology report
- Choice of test

33% Management
- General management
- Necessity of a referral

4% Drug Treatment
- Adverse effects of drugs

Referral was originally considered but avoided as a result of eConsult

58% of eConsults provided PCPs with advice for a new or additional course of action

“I am able to improve my knowledge daily”

Case Example
PCP contacts specialist about a middle-aged male patient with high B12 despite not being on a B12 supplement. Patient’s complete blood count is normal. PCP asks what the possible cause might be and which tests should be conducted.

Specialist notes that liver disease can cause high B12 and recommends a test.

PCP accepts advice and closes case.