Neurology eConsults

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

From May 2011 to January 2015, 387 eConsults were submitted to neurology specialists.

88% of cases took specialists 10 minutes or less to complete.

80% of cases were answered within 1 day.

The most common questions from PCPs pertained to...

51% Diagnosis
- Choice of test
- Imaging and symptom interpretation

23% Drug Treatment
- Drug choice
- Adverse effects from medications
- Prescribing instructions

17% Management
- General management
- Need for referral

54% of eConsults provided information and advice on a new course of action.

In 38% of cases, the planned treatment plan was validated.

89% of PCPs rated the eConsult service as excellent or very good.

50% of intended face-to-face consultations were avoided with eConsult.

Case Example:

PCP tells the specialist about an epileptic male patient who has been on valproic acid for years with no seizures. PCP is concerned about his consistently high valproic acid levels but is unsure about adjusting medications. PCP asks for recommendations regarding valproic acid level.

Specialist recommends PCP does not worry about levels unless there is concern about adherence, toxicity, or breakthrough seizures or a new drug is introduced. Specialist provides information on drug interactions.

PCP accepts advice and closes the case commenting, "very helpful and timely. thank you."

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