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

From 2011 to 2017:
- 28,838 cases were completed
- 105 specialty groups available
- 94% of PCPs rated the service as having high or very high value

The eConsult service has demonstrated its effectiveness in the following 4 dimensions:

**Patient Experience**
- 86% of patients found eConsult useful in their situation
- 97% considered it as an acceptable alternative to face-to-face consultation

**Provider Experience**
- 94% of PCPs rated the service as having high or very high value

**Specialists' Experience**
- Specialists indicated that eConsult...
  - is a feasible way to improve access to specialist care and communication (94%)
  - has educational value for PCPs (91%)
  - is user friendly (82%)

**Population Health**
- Monthly Case Volume
  - 2011: 13 cases/month
  - 2017: 969 cases/month

**Cost Analysis**
- eConsult Service: $47.35/case
- Traditional Referral: $133.60/case

Accounting for societal factors nets an additional savings of $11/eConsult


*Among the 14,460 people who received an eConsult between May 2016 and August 2017*