Timely Care, Better Communication
Exploring specialist perspectives on Ontario eConsult services

Electronic consultations (eConsults) improve access to specialist advice for patients by facilitating electronic communication between providers (physicians and nurse practitioners) and specialists.

175 specialists in Ontario using the Champlain BASE™ (Building Access to Specialists through eConsultation) eConsult and Ontario Telemedicine Network (OTN) services were surveyed in 2017 about their experience with eConsult.

Most specialists agreed that eConsult is feasible, results in improved communication between providers, and can be integrated into their clinical workflow without difficulty.

Specialists agreed...
- eConsult is a feasible way to improve access to specialist care (93%)
- eConsults are an effective way to provide continued education for providers (88%)
- eConsult results in improved communication with providers (85%)
- they were appropriately compensated for answering eConsults (51%)

This modality of health care delivery is likely more cost-effective by decreasing travel time and time away from work for patients...

The purpose of this study was to explore specialists’ perspectives about eConsult and their experiences with the services. 175 specialists across Ontario, who had completed at least one eConsult on either the OTN or BASE™ service, completed a 34-item web questionnaire in 2017.

There was a 66% response rate from specialists on BASE™ and a 47% response rate from specialists on OTN. 114 specialists on the BASE™ platform, representing 44 specialty groups, and 61 specialists on the OTN platform, representing 26 specialty groups, responded.

Contact: Dr. Erin Keely, ekeely@toh.ca
www.ChamplainBASEeConsult.com    www.OTN.ca