



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

Building Access to Specialists through eConsultation: The Champlain BASE eConsult Service

The Champlain BASE eConsult Service is an initiative that allows family doctors and nurse practitioners to submit a patient question to a specialist, and receive a reply within one week. By providing advice directly to the provider, a referral may be avoided or at least enhanced while the patient remains on the specialists' waitlist. In 4% of eConsults, the result is a patient's referral where one was not originally contemplated, including urgent cases that would have otherwise gone unidentified for several months.

To develop this program, multiple early adopter meetings took place to ensure the service was aligned with the needs of various communities. In-depth interviews were completed with initial participants and those findings were incorporated into the current system.

Patients were surveyed about their perspectives on wait times, the impact of waiting for access, and attitudes towards eConsult as an alternative to traditional referral-consultations. Further, feedback is continuously sought through surveys of patients and providers.

The eConsult Service now offers access to 67 different specialist services and has enrolled over 704 primary care providers, including 119 nurse practitioners. Through this service, over 7,300 people have accessed specialist advice within an average of 2 days, with only 28% of this number going on to need a scheduled appointment. In 92% of cases, primary care providers reported the eConsult as having high or very high value for their patient.

The Champlain BASE eConsult Service was also recognized on the 2014 Minister's Medal Honour Roll.

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*The information provided above is taken directly from 2015 Minister's Medal applications –
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