

# Abstract Submission Form 2018

#63

Salutation: \*

Dr.

First Name: \*

Erin

Last Name: \*

Keely

Clinic/Company: \*

The Ottawa Hospital

Role: \*

endocrinologist

Phone Number \*

Email Address: \*

Type: \*

Concurrent Session

Salutation: \*

Dr.

First Name: \*

Erin

Last Name: \*

Keely

Role: \*

Endocrinologist

How long have you been using an  
EMR? \*

10 years

Salutation:

First Name:

Last Name:

Role:

How long have you been using an  
EMR?

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**Salutation:**

**First Name:**

**Last Name:**

**Role:**

**How long have you been using an EMR?**

**Has this session been accredited by the College of Family Physicians (CFPC)? \*** No

**Who is your target audience? \*** Intermediate EMR Users

**Abstract Title: \*** The successful integration of an eConsult service into a Family Health Team's workflow

**Learning Objectives: \*** Assess the benefits of integrating eConsult into clinical workflow

Explore how eConsult could be best integrated into their own practices

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**Abstract: \***

**Objective:** To examine the effectiveness of integrating the Champlain BASE™ eConsult service into an Academic Family Health Team (FHT).

**Design:** A cross-sectional study of eConsult cases.

**Setting:** Bruyère Academic FHT, Ottawa, Ontario.

**Participants:** All primary care providers (PCP) in the Bruyère FHT who submitted eConsult cases between May 1, 2013 and December 31, 2017.

**Intervention:** The eConsult service is a secure online application allowing PCPs and specialists to communicate electronically regarding a patient's care. The eConsult service was integrated into the Bruyère Academic FHT's existing referral –consultation system. PCPs fill in a template in their electronic medical record and forward to a referral clerk, who upload the data into the eConsult web application.

Main outcome measures: System utilization, including monthly volume of submitted eConsults, requested specialties, and impact on PCP referral behavior.

Results: The Bruyère Academic FHT processed 3,233 eConsult cases, accounting for 10% of all cases during that period. There was a 3.5-fold increase in the volume of eConsults, from 285 in the first year to 1,016 in the last year. The most frequently accessed specialties were dermatology (23%), Orthopaedics (7%), Neurology (5%), Cardiology (5%) and Obstetrics/Gynecology (5%). In 36% of cases, a referral was originally contemplated but avoided based on specialist advice. In 5% of cases, the referral was not originally contemplated but recommended by the specialist.

Conclusion: Our findings show a very high level of eConsult use, which persisted throughout the study period. The integration of eConsult capability into existing clinic operations was successful in that it allowed the PCPs to request eConsult using a familiar process, avoiding the challenges associated with adopting a new and unfamiliar technology.

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