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# Telemedicine Healthcare Hearing

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# Why focus on eConsults

eConsults will improve communication, coordination and culture between primary care providers and specialists concerning patient care:

- Improve timely access to specialty care
- Improve quality and experience for patients and providers
- Enhance primary care comprehensiveness
- Control costs of care

# Current State

- Long wait times for referral appointments due to physician shortages in specialty care
- High no show rates for patients scheduled for specialty appointments
- Patients are required travel long distances for appointment
- Curbside consults occur but lack communication, documentation, and comprehensiveness

# Key Stakeholder Benefits

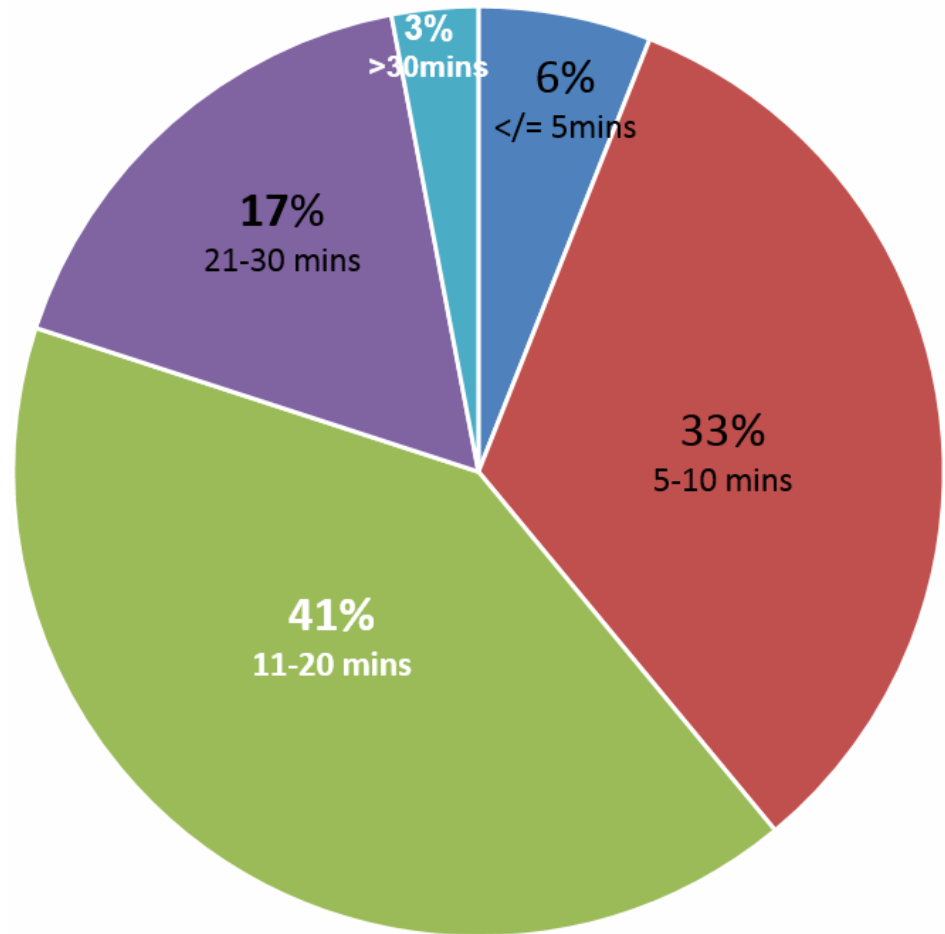
- **Primary Care Physicians:** timely access to specialty input, clearer roles in patient co-management, and supports continuity and comprehensiveness of care in primary care setting
- **Specialists:** More structured approach to consults and referrals, improves access for higher-acuity patients and new patients, more-efficient referrals with necessary information consistently at hand, vast improvement over curbside consults leading to better data, less intrusiveness, documentation in the medical record, and RVU/\$ for clinical effort
- **Patients:** Improves access to high-quality care, greater convenience, and fewer unnecessary visits, tests, and out-of-pocket costs
- **Payers:** Cost savings through fewer referrals and downstream costs, and more timely and efficient access to necessary clinical expertise for beneficiaries

# eConsults can increase provider efficiency

## Specialist Survey: How much time did you spend on your response?

6%:  $\leq$  5 mins  
33%: 5-10 mins  
41%: 11-20 mins  
17%: 21-30 mins  
3%:  $>$ 30 mins

Results based on 2,476 responses from specialist eConsultants at 5 AMCs



# Final Thoughts

- 89% of PCP's are highly satisfied with the specialist response
- 89% of specialist found eConsults clinical questions appropriate
- 81% of patients are satisfied with specialists eConsult recommendations
- eConsults at U. of Washington, eliminated the need for in-person appointments 80-90% of the time

\* AAMC, "Project CORE: Coordination Optimal Referral Experiences, March 7, 2019

