



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Honour Roll

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

The Champlain BASE™ eConsult service is a secure, web-based tool that allows primary care providers quick access to speciality care for their patients, often avoiding the need for the patient to be referred for a face-to-face visit. The eConsult service helps improve timely access to specialists; connects primary care providers and specialists; informs and supports patients, primary care providers and specialists; and protects patients by improving patient safety.

The eConsult service is patient- and physician-centred, and has been developed with cost-effectiveness in mind. The service has been widely accessed, with a total of 15,236 cases completed by 891 family physicians and 162 nurse practitioners from 403 clinics in 93 towns and cities. The program provides patients and primary care providers with quick answers to non-urgent questions, often avoiding the need for the patient to be referred for a traditional face-to-face visit. The program also offers significant system value over face-to-face referrals. When face-to-face referrals are required, eConsult allows any diagnostic tests, courses for treatment, etc., to be completed before the appointment and leads to a more effective specialist visit for over 70 speciality services.

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*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*