

The utilization of eConsults in Urology

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Disclosures

- None

Background

Interprofessional consultation: “eConsults”

- Asynchronous form of telehealth whereby a primary care provider requests electronic consultation with a specialist to replace a clinic visit
- Used in successfully by other medical specialties
- Their use for urologic consultation is relatively unknown

Overview

Objective

- Characterize the current use of eConsults in urology
 - What diagnoses are addressed?
 - Completion rates and urologist time investment?

Approach

- Retrospective review of multi-institutional eConsult database
- University of Washington, University of Michigan, University of California – San Francisco, Montefiore Health System

eConsult example

“What are next steps in work-up of microscopic hematuria intermittent for almost 2 years now?”

“Enlarging renal cyst found incidentally. How likely is this to be benign? Does it need follow-up?”



Urologist reviews consult question and medical record



In person evaluation (e.g., cystoscopy)

“Converted”



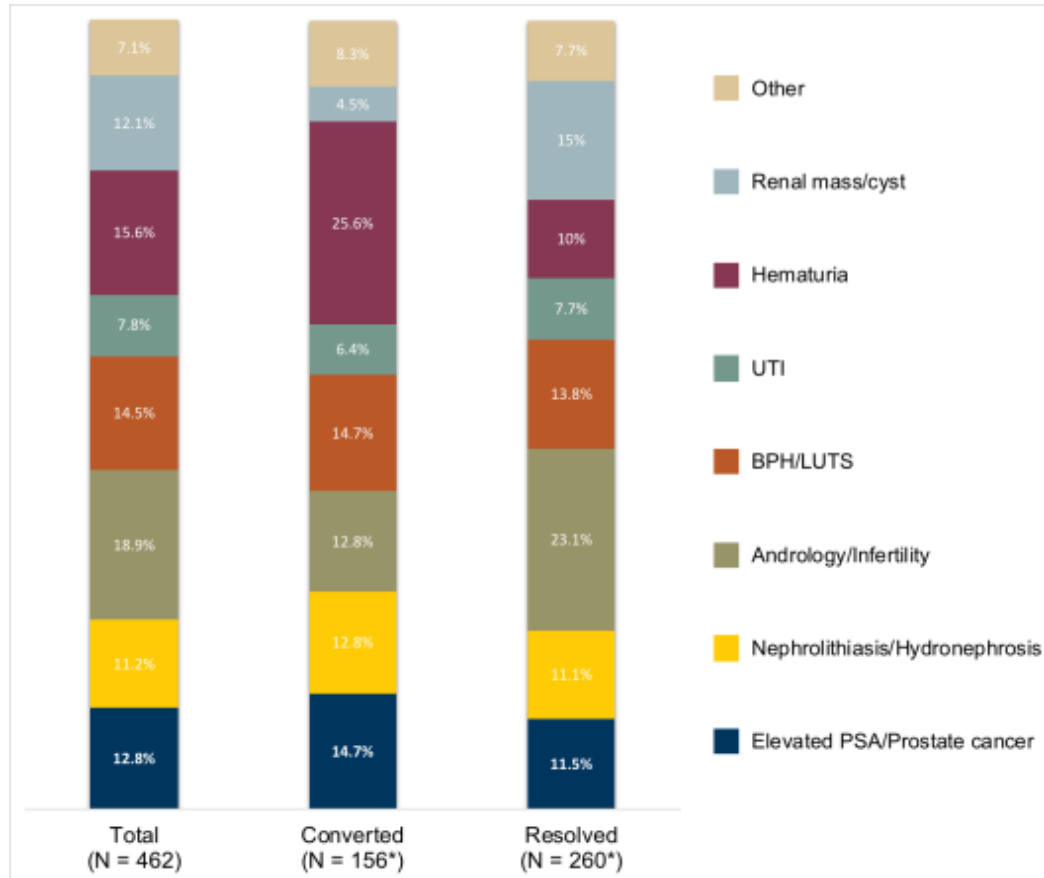
“Resolved”

eConsult note to referring provider w/ recommendations

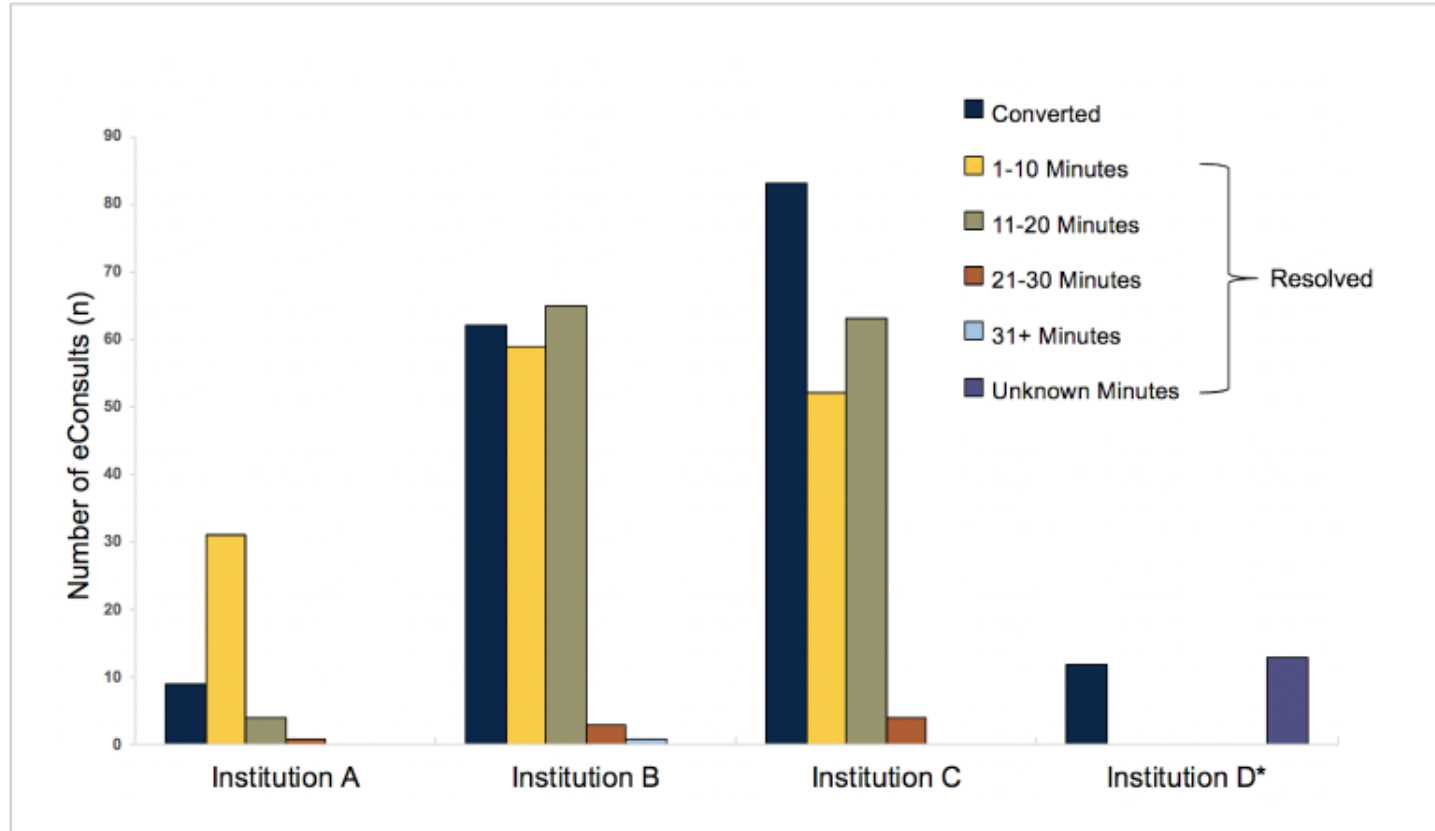
Results

- **462 eConsults reviewed from 2017-2019**
 - 36% Converted to in-person consultation
 - 64% Resolved with no appointment needed
- **Urologist completion time (available data n = 283)**
 - 50% completed by urologist in 1-10 minutes
 - 47% completed in 11-20 minutes
- **Time to response (available data n = 119)**
 - 83% eConsults addressed in 1 day or less

Distribution of eConsult diagnoses



Converted & resolved eConsults by institution



Conclusions

- eConsults are a feasible alternative for many urological diagnoses
- Rapid completion and response times
- Future work on impact of healthcare costs and access to urologic care

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