
E-Consult News

September 2019

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Events

Join Us for the Annual E-Consult Workshop on November 4th in Sacramento

You are invited to join over 50 payers, providers and patient advocates who have registered for the Annual E-Consult Workshop on November 4th at the Sierra Health Foundation in Sacramento. For details visit [2019 E-Consult Workshop](#) and RSVP to electronic_consult@bluepathhealth.com.

The 9 a.m. to 4 p.m. Workshop will be followed by a networking reception for both Workshop attendees and members of the [California Telehealth Policy Coalition](#).

California Health Policy Coalition Meeting, November 5, 2019

Please join us for the first annual in-person meeting of the California Health Policy Coalition. New members and interested stakeholders are welcome to attend. We will celebrate 2019 accomplishments, learn about planned legislation to be introduced in the next legislative session and refine the Coalition's policy priorities for 2020. [Register here](#) by October 29.

[Access](#)

NYC Health + Hospitals E-Consult Use Grows 162% and Decreases Wait Times



For FY 2019, more than 100 NYC Health + Hospitals specialty clinics completed 75,999 e-consults, a 162% increase over 2018. As stated in a recent [report on its FY 2019 performance](#), e-consult plays a key role in the system's first

service goal of "Expanding Access to Care".

By 2021, e-consult will be rolled out across all specialty care clinics to support the "ongoing commitment and continued efforts to expand access to specialty services." As e-consult use has grown, the system's wait times have decreased significantly from 18.6 days in 2017 to 12 days in 2019. [Read more](#).

E-Consult Solution to Close Care Gap for Liver Disease Rise

As the rate of liver disease rises, the need for hepatologists is also increasing. E-consults are a "natural solution" to make care delivery accessible to all patients regardless of their location, notes an [editorial in Hepatology Communications](#). In the same journal issue, a [retrospective study of e-consult use](#) at a tertiary academic medical center supports this perspective demonstrating e-consults' ability to close "growing coverage gap and represent the revival of close, collaborative care between specialists and PCPs."

The study's analysis of 187 e-consults found the following benefits:

- Average e-consult response time was 22 hours (\pm 28 hours), compared to an average wait time of 68 days (\pm 55 days) for initial clinic visits
- 81% of e-consults were completed in 20 minutes by hepatologists
- 76% of e-consults eliminated the need for face-to-face referrals
- 10,599 miles of round trip home-to-clinic visit mileage saved

The study concludes that e-consults also provide "significant cost savings associated with avoided face-to-face visits" and improve patient satisfaction through more timely specialist input. The editorial concludes "it is clearly time for us to embrace these new models of care delivery so that patients can receive their specialty care anywhere."

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