

# By the numbers

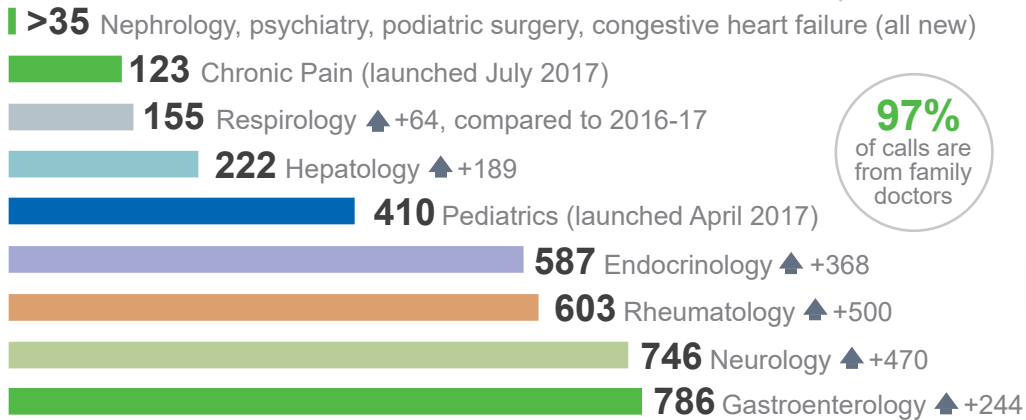
How Specialist LINK performed in 2017-18\*

\*April 2017 to March 2018



TOTAL SAVED  
**\$694,328** ↑  
or \$133 per call, since 2014,  
based on cost analysis estimates

## Number of tele-advice calls

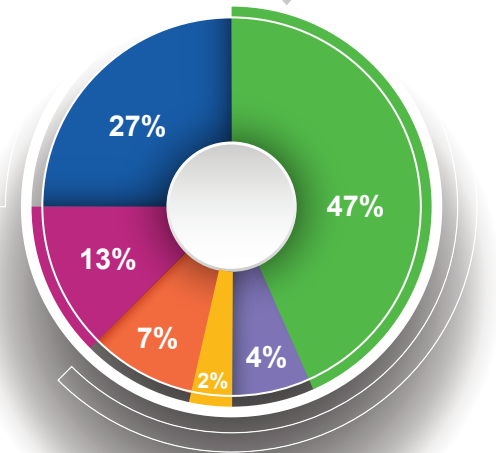


**97%**  
of calls are  
from family  
doctors



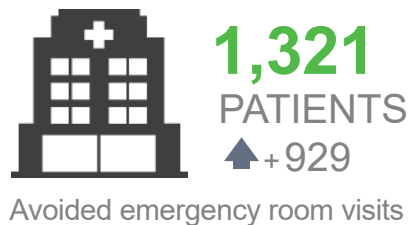
**12**  
Groups available  
via tele-advice line  
↑ +6

## Average call length



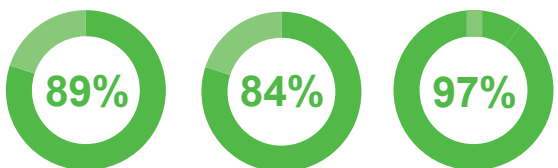
- 2-5 minutes
- 6-10 minutes
- 11-15 minutes
- 26-35 minutes
- 16-25 minutes
- >35 minutes

## Outcomes

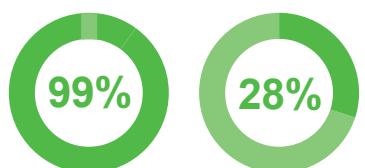


## Survey results

### Satisfaction



### Reason for call



## Website use



**10,120** ↑ +7,832

Website visits to  
specialistlink.ca

## Clinical care pathways



**5,746** ↑ +4,640

Downloads from  
specialistlink.ca