

Specialist LINK by the numbers

2019-20 REPORT

THE STATS:

Total tele-advice calls

10,640

+65% compared to 2018-19

Most popular specialties:

1. Endocrinology.....1,265
2. Gastroenterology.....1,245
3. Neurology.....1,128
4. Rheumatology.....993
5. Pediatrician.....902

Top reasons for call:

1. Patient management.....88%
2. Diagnostic testing.....59%
3. Therapeutics.....33%

■ Patients were present in clinic for 42% of all calls


■ Average length of call:


6-10 mins = 47%

1-5 mins = 34%

11-15 mins = 11%

How tele-advice was requested:

 83% online

 17% by phone

Average age of patient:

 **54**

IMPACT OF

TELE-ADVICE:



7,129

+146%

Patients avoided a consultation

(12,236 since launch of Specialist LINK in 2014)



4,894

+322%

Patients avoided an emergency department visit (8,016 since 2014)



\$1.57m

Net cost savings to health system

+206%

■ Direct cost: **\$1.14 million**

■ Savings: **\$2.72 million** (average of \$154 per call)

■ Net savings since service launched (2014): **\$2.81 million**

TELE-ADVICE SURVEY



% of family doctors who were satisfied/very satisfied with tele-advice



% of specialists who were satisfied/very satisfied with the call



% of family doctors no longer needed patient referral after tele-advice

CARE PATHWAYS



12,913

Downloads

+34%

Most popular pathways:

1. NAFLD.....1,368
2. IBS.....914
3. Heart failure.....884
4. Gout.....691
5. Dyspepsia.....661

WEBSITE VIEWS



Visits up 40% (24,315 in total)

Total views up 23% (57,101 in total)



Download the full 2019-20 annual report from specialistlink.ca