

Specialist LINK By the numbers

2018-19 REPORT

TELE-ADVICE REQUESTS


■ Calls up **75%**
(6,441 in total)


■ Four specialty groups
added (up **33%** to **16** in total)

■ Top 10 most popular:

1. Endocrinology.....995
2. Gastroenterology...982
3. Neurology.....963
4. Rheumatology.....791
5. Pediatrics.....687
6. Psychiatry.....507
7. Hepatology.....367
8. Respiriology.....278
9. Nephrology.....268
10. Chronic pain.....175

■ How tele-advice
was requested:

 **58% online***

 **42% by phone**

*Note: Requests available via
specialistlink.ca only for last 2.5 months

CARE PATHWAYS



■ Downloads up
67% (9,609 in total)

■ Top 5 most popular:

1. Gastroenterology.....2,458
2. Neurology.....1,695
3. Hepatology.....1,374
4. Rheumatology.....1,201
5. Endocrinology.....420

■ Pathway survey results:



% of physicians who
used clinical care
pathways



% who felt better-equipped
to support patients after
using pathways

WEBSITE VIEWS



Page views up **116%**
(46,364 in total)

TELE-ADVICE OUTCOMES



■ **101%** increase in number of patients
who avoided consultation (**2,898**).
Total since 2014 = **5,107**

82% of patients
aware of call;
41% in clinic
during call



■ **13%** decrease in number of patients who
avoided emergency room visit (**1,159**).
Total since 2014 = **3,121**

TELE-ADVICE COST SAVINGS



■ Direct cost = **\$682,746**
(number of calls x physician, specialist fees)
■ Savings = **\$1.19 million** (consults, ER visits, tests avoided)
■ Net system savings = **\$515,280 (+19%)**
■ Net savings since 2014 = **\$1.2m**; \$2m projected by March '20

TELE-ADVICE SURVEY



% of physicians who
were satisfied/very
satisfied with tele-advice



% who felt better
equipped to support
patient after call



% of patients who no
longer needed a referral
following tele-advice

➤ ■ Download the full report
from **specialistlink.ca**

Data sources: Phone system, Google analytics, billing and physician
surveys (specialists n=270, physicians n=508), Specialist LINK
year-end report, April 2019