

Specialist LINK by the numbers

2020-21 REPORT

THE STATS:

Total tele-advice calls

24,124
+127% compared to 2019-20

Most popular specialties:

1. Infectious Disease/COVID...2,276
2. Obs & Gynecology.....1,741
3. Hematology.....1,639
4. Endocrinology.....1,539
5. Orthopedic Surgery.....1,481

Top reasons for call:

1. Patient management.....70%
2. Diagnostic testing.....39%
3. Therapeutics.....20%

■ Family doctors made 88% of the calls; specialists 7.4%, nurse practitioners 1.8%

■ Average length of call:

- 6-10 mins = 45%
- 1-5 mins = 34%
- 11-15 mins = 12%

How tele-advice was requested:

- 90% online
- 10% by phone

Average age of patient:

55



IMPACT OF

TELE-ADVICE:



14,474 +51%

Patients avoided a consultation (26,711 since launch of Specialist LINK in 2014)



11,338 +57%

Patients avoided an emergency department visit (19,354 since 2014)



\$2.4m

Net cost savings to health system

- Direct cost: **\$2.6 million**
- Savings: **\$5.04 million** (average of \$118 per call)
- Net savings since service launched (2014): **\$5.25 million**

ABOUT 2020-21

+30 Tele-advice services added in 2020-21. Total = 48

+13 Access or care pathways added. Total = 40

1,892 Number of unique providers using tele-advice (via online request)

CARE PATHWAYS

40,055 Downloads +210%

Most popular pathways:

1. COVID-19 adult.....9,535
2. NAFLD.....1,648
3. IBS.....1,528
4. Dyspepsia.....1,404
5. COVID-19 pediatric.....1,440

WEBSITE VIEWS

107% Visits up (50,271 in total)

122% Total views up (122,041 in total)

Download the full 2020-21 annual report from specialistlink.ca