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### **Improvements in online medical consultations between primary care service and its specialists**

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**Background & Aim:** Two years ago in an online platform was created for consults and queries between the Primary Care Physician and the specialists of the hospital. A first study analyzed the types of resolution of all queries the first 6 months of operation identifying strengths and weaknesses. Now in this 2nd study we pretend to evaluate the new outcomes after the improvements from the first study.

**Method:** A cross-sectional descriptive study conducted retrospectively in an urban health center (24.000 inhabitants). Interventions after the first study: -Presentation of the first study on the management of our area, -Training sessions at the center of the platform, -Detection of incidents and manage them by the Commission's Quality Center. We analyze queries the last 6 months (June 2014-November 2015). Study variables: age/gender patients, medical consultation issuer specialty consulted, response time, response time (categorized resolution Generation classroom visit or not answer). SPSS 15.0

**Results:** The number of queries were 397 (in the first study were 204). Average age of the patients consulted 59 years(18). Sex 54% women. Held consultations with all family physicians (n=14), 3 pediatricians (4), Intern Doctors (n=3). The two doctors wich performed more queries made 61 consultants (30%), the third 56 (14%). The specialties most consulted: Trauma 79 (20%), Cardiology 71(18%), Endocrinology 29 (7%), nephrology 29 (7%). Queries Answered 365 (92%), 333 (91%) before 7 days. Average time to answer 3.6 days. 166 (42%) were resolved electronically. There was no response in 32 (8%).

**Conclusions:** We found a clear increase in the use of online consultation forms and it is more uniform among general practitioners regarding the first study. A response was obtained in most cases and a delay less than 7 days The electronic consultation has solved almost half of the cases avoiding presencial visits. The lack of response from the specialist hospital has been halved.