

## PS2.240

### **A new method to contact specialist from the primary care: creating a virtual platform online for medical consultations. Does primary care use it?**

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**Background:** The virtual platform that allows communication from Primary Care to hospital specialists has been created as a tool to optimize communication and to improve the clinical resolution in Primary Care. **Aim:** Describe the electronic consultations conducted between specialists from our reference hospital and its resolution.

**Method:** Cross-sectional study; Primary-Care Center (24,000 inhabitants). 6 months of electronic consultations were analysed (November 2012-March 2013). Variables study: sex/age patients, medical issuer consulted specialty, type of response (resolution, generation classroom visit, not resolution) response time. Statistical analysis SPSS 15.0.

**Results:** The number of inquiries was 243. Average age patients 55 years; 53% female; consultations from Primary care doctors 13 (from 14 total), 1 paediatrician (from 4) and one intern doctor (3). The doctor who made more consults was 73 (30%), the second 27 (11%), the third 24 (9.9%).

The surveyed specialties: Cardiology 49 (20.2%), Endocrinology 22 (9.1%) Urologia 20 (8.2%); Internal Medicine 19(7, 8%); Neurology 19(7, 8%); Nephrology 18(7, 4%). Questions answered 204 (84%). 131 consults (53.9%) were resolved electronically; 73 generated visits (30%). No response was obtained in 39 (16%). Average time response 3.9 days (3.4). The queries answered within 7 days, 180 (86.5%). The specialties which had more lack of answers were: Internal Medicine 47%; 22% Nephrology, 14% Cardiology and 13% Endocrinology.

**Conclusions:** We found heterogeneity in the use of electronic consultation. The three most consulted specialties: Cardiology, Endocrinology, and Urology. The three specialties with the largest number of unanswered: MI, Nephrology, Cardiology. Most cases were answered and with a standby time of less than seven days in almost all of them. The electronic consultation was decisive in more than half of the cases consulted avoiding classroom visits.