

eConsultant: Reducing time to specialist care for patients

eConsultant Requests for Advice have been received for 79 patients across
8 WQPHN and 8 BSPHN GP practices

For your diaries

Dr Narelle Fagermo our Mater eConsultant will be conducting an eConsultant case study webinar

Date: Wednesday 4 August at 5.30pm.

This will be a great opportunity to learn how eConsultant is being used by your fellow GPs and to ask any questions you have about the program.

Zoom link: Join from PC, Mac, Linux, iOS or Android: <https://uqz.zoom.us/j/85476199694>

Or iPhone one-tap (Australia Toll): +61280152088,85476199694#

Or Telephone:

Dial: +61 2 8015 2088

Meeting ID: 854 7619 9694

Training for new staff or need a refresher

A Mater eConsultant training video is now available and includes a brief overview of eConsultant and a quick guide to sending an RFA to the Mater eConsultant. Please reply if you would like a copy. Alternatively if you or a team member would like refresher training via zoom in the use of eConsultant please send a reply email with preferred dates and times to Dr Jenny Job – j.job@mater.uq.edu.au

Case Example

Day 1 GPA RFA

Patient has Type 2 diabetes with complications. Current HbA1c of 8.2% on Metformin 1 units nocte. HbA1C worsening since Oct 2020 due to poor diet and stress. BMI 29.4 GP rec

1. commencing semaglutide
2. and whether Toujeo dose needs to be reduced

Day 3 Physician responds with recommendation to:

1. start semaglutide at 0.25mg/week x 4 weeks, then if tolerated increase again to 0.5mg/week. After a further 4 weeks, BSLs should have stabilised from the effects of Semaglutide.
2. during these 8 weeks, reduce Toujeo dose by 20% as a precaution due to possibility of hypoglycaemia.
3. re-titrate Toujeo after 8 weeks.

Day 7 GP discusses advice with patient. They commence the new treatment program with bd BS safety netting re hypoglycaemic events

Answers to you frequently asked questions regarding eConsultant?

- eConsultant is available for public and private patients
- GPs charge patient at the same rate as would for generating a standard face-to-face OPD referral the physicians time is funded by the Mater
- the eConsultant Request For Advice (RFA) template is auto-populated from the patient record in the practice software
- the exchange between the GP and the Mater eConsultant specialist is via secure messaging both ways
- the model provides a documented record, for both the GP and the Mater, of the eConsultant advice

Areas of medicine covered by RFAs for the general physician eConsultant to date include general medicine, endocrinology, musculoskeletal, haematology, renal, cardiovascular, hepatology, neurology, respiratory, gastroenterology.

Our Mater eConsultant, Dr Narelle Fagermo is passionate about her work as indicated by a recent email sent to the eConsultant research team:

"I have just spent the best few hours doing the last 4 RFAs.

What fantastic medicine and how much fun I have had doing them. Great consults!"

Narelle is Director of General and Perioperative Medicine and Director of Physician Education at the Mater Adults Hospital in Brisbane and has extensive experience as a hospital-based specialist, reviewing and treating patients with chronic and complex comorbidities.

eConsultant in a nutshell

Professor Claire Jackson (CHSRI), Dr Narelle Fagermo (our Mater eConsultant), and Dr Jos (GP, Leichardt Medical, Mt Isa) have shared their experience with eConsultant on a video kindly edited by Paul Stone from WQPHN. You can view the video at:

<https://vimeo.com/441180658/6ece0d4cdd>

Sending attachments with an RFA

If you wish to send correspondence with an eConsultant RFA there is an option to send a second message with only PDF attachments by right clicking on the little "m" symbol in the software taskbar and selecting "create new message (PDF)".

Our mailing address is:

Centre for Health System Reform and Integration

The University of Queensland and Mater Research Institute

Level 8, Health Sciences Building, Royal Brisbane & Women's Hospital, Herston, Q 4029

Tel: (07) 3365 5014

<https://medicine-program.uq.edu.au/chsri>

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