

eConsult and eReferral Support the Chronic Pain Pathway

The Ontario eServices Program supports clinicians and patients navigating the health care system to address chronic pain.

The benefits of the Ontario eServices Program include:



**Administrative
Time Savings**



**Improved Clinician
Experience**



**Improved Patient
Experience**

Quick Facts

- One in five Canadians suffer from chronic pain¹. Wait times for multidisciplinary chronic pain clinics are extremely long, ranging from 6 months to 5 years^{2,3}
- The Ontario eServices Program delivers digital services that:
 - support clinical workflows
 - facilitate smoother transitions in care
- From October 2021 to September 2022, **430 eReferrals** and **556 eConsults** related to chronic pain in Ontario were processed
- Of the 430 chronic pain eReferrals:
 - There were **409 unique patients**. The referrals were sent by **191 unique senders** to **16 different receiving sites** across the province
- Of the 556 eConsults closed:
 - **27 specialists** responded to **406 clinicians**
 - Median time spent and response interval were **25 minutes** & **1.3 days**
 - **61%** were resolved without requiring a face- to-face referral

“[The specialist] provided the eConsult in a timely manner. He offered an option for pain management that I believe will benefit my client. I am thankful for the expertise he provided to help me continue to manage this client in the community”

eConsult User

“I liked how I got an email informing me that a referral has been received and an appointment would be made shortly. And I appreciate how quickly the appt was provided”

eReferral Patient

For more information, email eServicesProgram@toh.ca or visit eservicesprogramontario.ca.

1. Schopflocher D, Taenzer P, Jovey R. The prevalence of chronic pain in Canada. Pain Res Manag 2011;16:445-45
2. Lynch ME, Campbell F, Clark AJ, Dunbar MJ, Goldstein D, Peng P, Stinson J, Tupper H. A systematic review of the effect of waiting for treatment for chronic pain. Pain 2008;136:97-116.
3. Peng P, Choiniere M, Dion D, Intrater H, Lefort S, Lynch M, Ong M, Rashedi S, Tkachuk G, Veillette Y. STOPPAIN Investigators Group. Challenges in accessing multidisciplinary pain treatment facilities in Canada. Can J Anaesth 2007;54:977-84.[9]