



Specialist *LINK*

Specialist *LINK* connects Calgary area family doctors and specialists through a real-time telephone collaboration line that improves efficiency and enhances the coordination of patient care delivery while strengthening relationships between primary and specialty care.

We asked specialists and family physicians who have used Specialist *LINK* to submit a feedback survey at the end of each call. This is what they told us:

1 Most calls took less than 15 minutes.

86% of calls lasted between 2 and 14 minutes, with the average call lasting only ten minutes.

2 52% of calls did not need a referral.

And a whopping 67% of calls prevented an unnecessary visit to the emergency department.

3 Nearly all physicians learned something.

9/10 physicians felt they learned something new from the consultation that would help manage other patients in their practice with similar health issues.

4 Most physicians felt the call improved provider relationships.

8/10 physicians felt their relationship with specialty improved as a result of using Specialist *LINK*.

5 7/10 callers received valuable management advice.

Specialists also offered advice on diagnostic testing and therapeutics, but 67% of calls were about how to manage a patient's care plan.