June 1 to Nov. 22, 2008
All Referral/Consult Orders
All Sources
N = 77,163

Excluded Referrals/Consult orders for:
- DME
- Radiology Services
- Self-Referrals
- Mental and Behavioral Health
- Patients <18 years old
  N = 19,017 (24.6%)

Included Consult orders for: Adults ≥ 18yo
- Traditional Consults (TC) N = 55,986 (96.3%)
- Virtual Consults (VC) N = 2,160 (3.7%)
  TOTAL N = 58,146 (75.4%)

Selected Traditional Consult and Virtual Consult orders to departments that accepted both types
  TOTAL N = 33,390 (57.4%)

Excluded Consult orders from non-primary care physicians
  N = 10,999 (32.9%)

Traditional Consults
  N = 20,825 (93.0%)

Virtual Consults
  N = 1,566 (7.0%)

Selected Patient Encounters for Survey by Matching Traditional Consults to Virtual Consults by:
  patient age, gender, the reason for referral, referred to specialty
  N = 540

Patients who opted out of study survey
  N = 114 (21.1%)

Patient’s eligible for participating in survey
  N = 426 (78.9%)

Patients declined to complete survey or unable to contact for survey
  N = 159 (37.3%)

Patients Participating in Survey
  N = 267 (62.7%)