



Specialist Link program

specialistlink.ca

Call volume metrics

Quarterly report

Quarter 2

24-25

Activity this quarter:

5,715

Calls

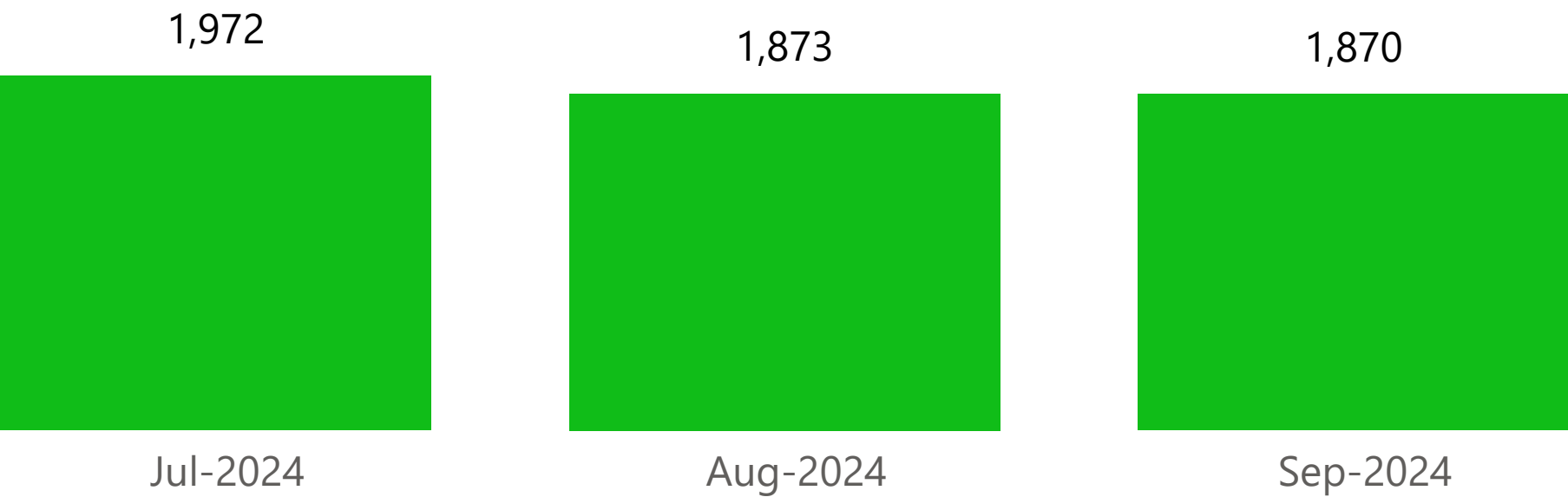
1,511

Unique users

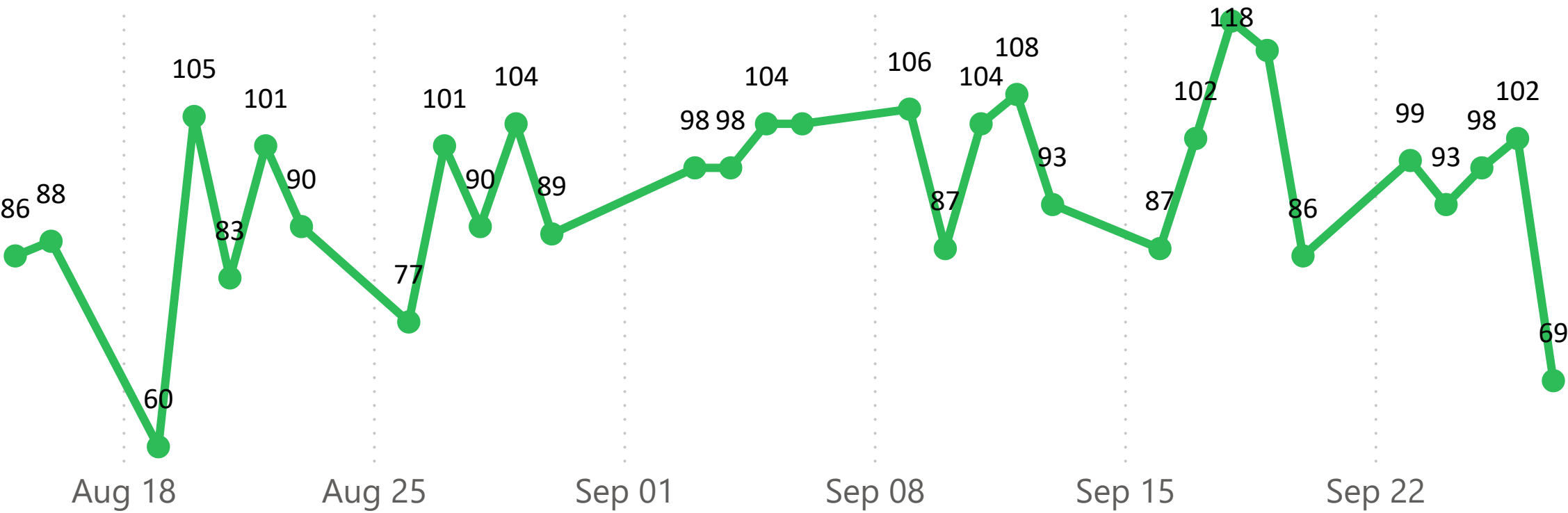
54

Specialties requested

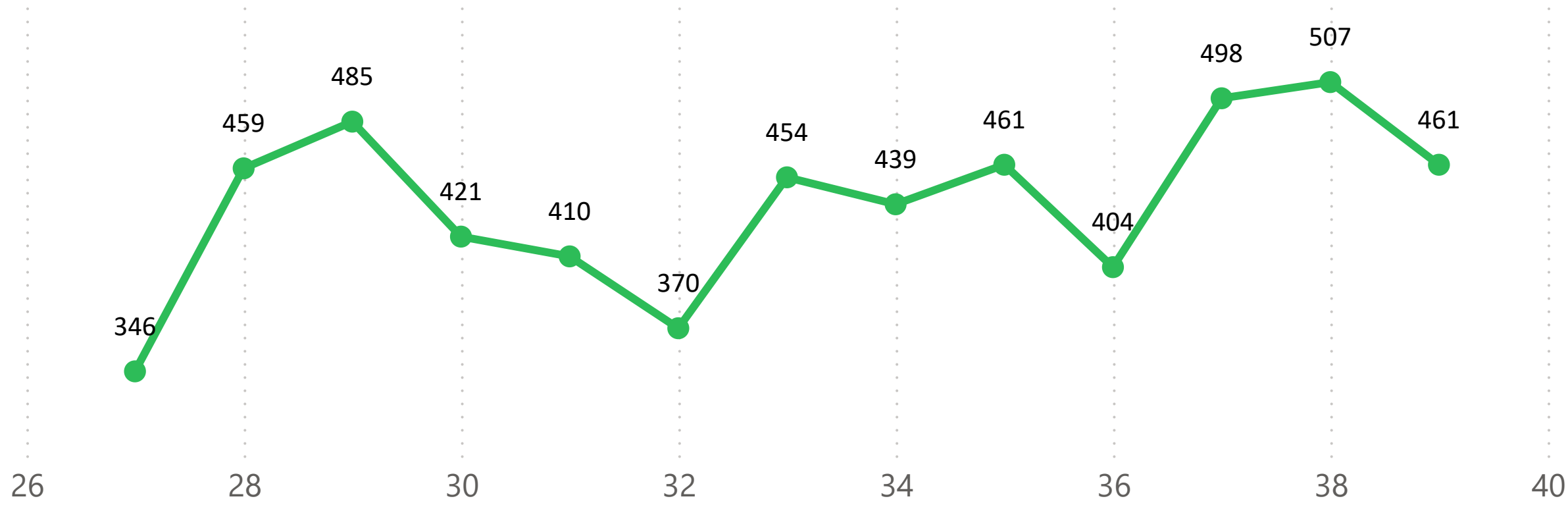
Specialist Link call volume (monthly overview)



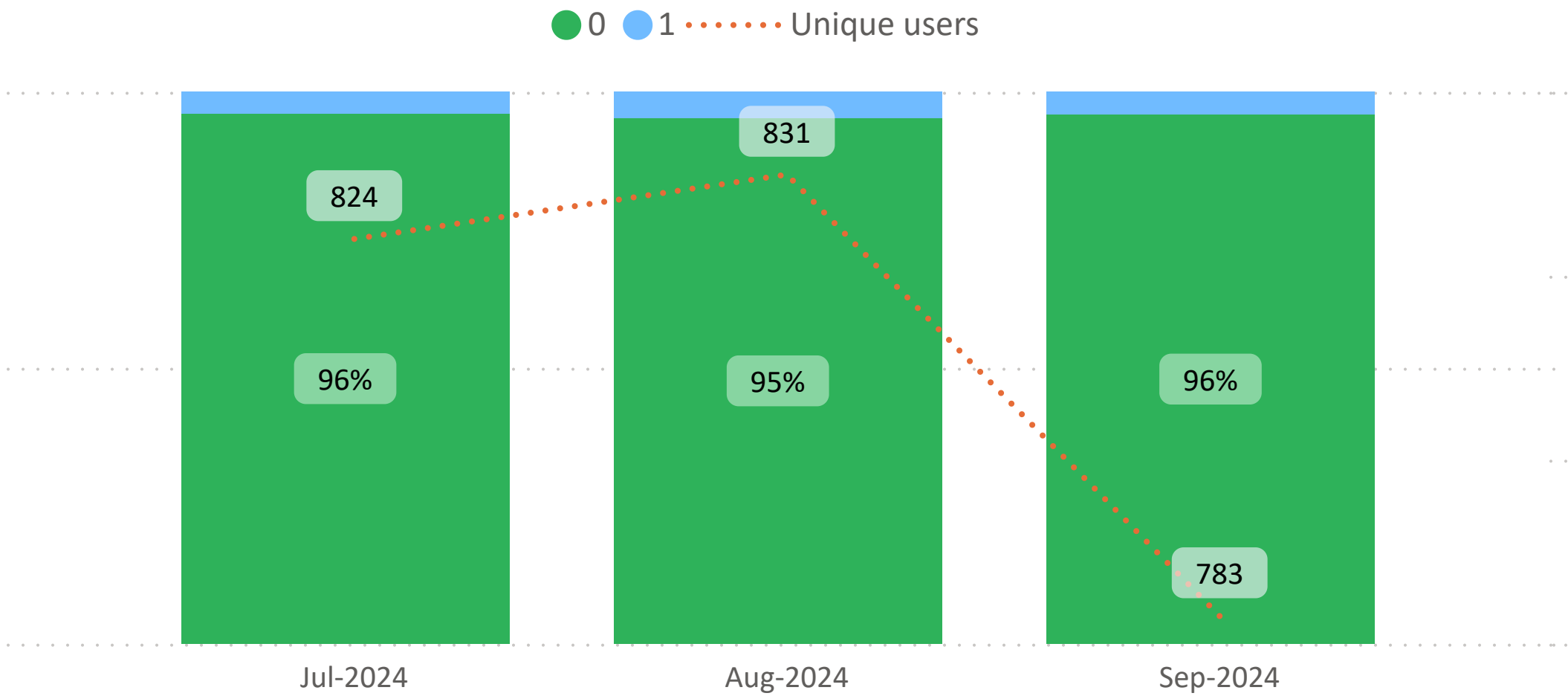
Specialist Link call volume (daily overview)



Specialist Link call volume (weekly overview)



% of calls made through the phone line "0" vs web-based connection "1"



Call volume (calls): the number of advice requests submitted either through the phone line or the website.
Unique users: the number of unique users who submitted at least one advice request through the website during the selected date range.
Specialties requested: the number of specialties to which at least one advice request was submitted during the selected date range.



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Community specialty services

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Breastfeeding IBCLC	2	1	1	4
Refugee Health		1	1	2
Sports Medicine	24	19	24	67
Total	26	21	26	73

Department of Medicine

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Clinical Pharmacology	4	2	2	8
COVID	2	2	1	5
Dermatology	55	57	54	166
Endocrinology	159	168	141	468
Gastroenterology	65	75	82	222
General Internal Medicine	66	58	55	179
Geriatric Medicine	16	14	11	41
Hematology	176	178	163	517
Hepatology	65	72	59	196
Infectious Disease	162	118	122	402
Nephrology	50	50	56	156
OB Internal Medicine	25	29	13	67
Respirology	31	37	49	117
Rheumatology	90	67	88	245
Thrombosis	57	80	65	202
Transgender Health	2		3	5
Wound Care	2	2	3	7
Total	1,027	1,009	967	3,003

Department of Cardiac Sciences & Anesthesiology

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Anesthesiology	2	1	3	6
Cardiac Electrophysiology	15	13	10	38
Cardiac Surgery	3	3	1	7
Congestive Heart Failure	6	8	3	17
General Cardiology	58	53	71	182
Total	84	78	88	250

Department of Neurosciences & Psychiatry

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Addiction Medicine	10	9	8	27
Adult Psychiatry	55	68	66	189
Child & Adolescent Psychiatry	11	17	19	47
Geriatric Psychiatry	14	12	9	35
Neurology	97	82	102	281
Total	187	188	204	579

Department of Oncology

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Medical Oncology	12	19	23	54
Radiation Oncology	2	3	4	9
Total	14	22	27	63



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Department of Pediatrics

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Community Pediatrician	80	65	78	223
Pediatric Palliative Care		1		1
Total	80	66	78	224

Obstetrics & gynecology

Updated Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Child & Adolescent Gynecology	13	4	2	19
Gynecology	98	93	105	296
Maternal Fetal Medicine	14	5	7	26
Obstetrics	46	48	36	130
Total	171	150	150	471

Other specialty services

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Chronic Pain	22	25	15	62
Palliative Care	13	6	8	27
Total	35	31	23	89

NOTE: Obstetrics & gynecology specialty was separated into two distinct specialties, namely: Obstetrics, and Gynecology on January 9, 2024.

Surgery

Specialty	Jul-2024	Aug-2024	Sep-2024	Total
Colorectal Surgery	5	3	1	9
Endocrine Surgery	4	1	4	9
General Surgery	18	10	11	39
Orthopaedic Surgery	139	141	133	413
Otolaryngology	45	48	33	126
Pediatric Otolaryngology	3	2	8	13
Pediatric Urology	10	7	15	32
Podiatric Surgery	15	11	3	29
Surgical Oncology	14	7	6	27
Upper GI Bariatrics	1			1
Urology	57	49	59	165
Vascular Surgery	29	24	27	80
Total	340	303	300	943