

By the numbers

How Specialist LINK performed in 2017-18*

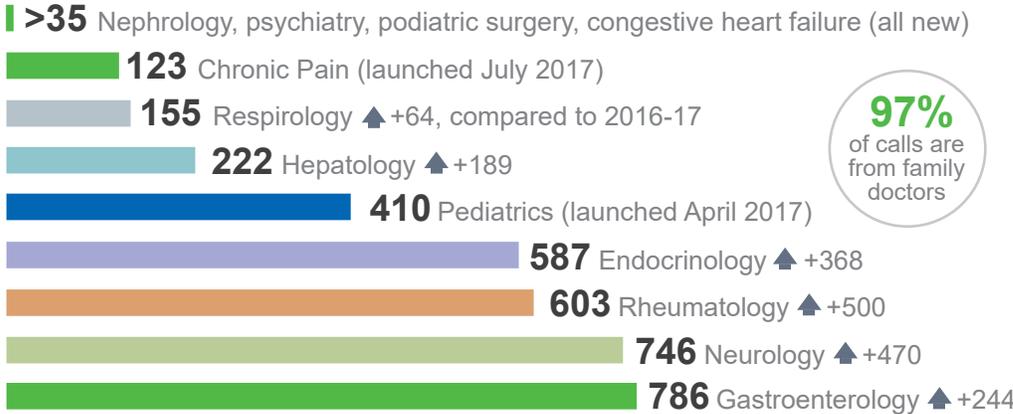
*April 2017 to March 2018



TOTAL SAVED
\$694,328 ↑

or \$133 per call, since 2014, based on cost analysis estimates

Number of tele-advice calls

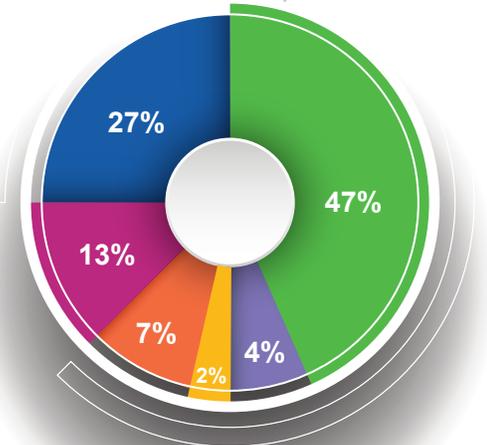


97%
of calls are from family doctors



12
Groups available via tele-advice line
↑ +6

Average call length



- 2-5 minutes
- 6-10 minutes
- 11-15 minutes
- 16-25 minutes
- 26-35 minutes
- >35 minutes

Outcomes



Website use



10,120 ↑ +7,832

Website visits to specialistlink.ca

Survey results

Satisfaction



Reason for call



Clinical care pathways



5,746 ↑ +4,640

Downloads from specialistlink.ca