

Supplemental material for

Expanding Primary Care Access: A Telehealth Success Story

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APPENDIX

In the state of Rio Grande do Sul, Brazil, 3,500 patients awaited a pulmonary medicine specialist consultation as of July 2014 (median wait time 295 days). We developed referral protocols for the most frequent conditions, applied these protocols to waitlisted patients, provided teleconsulting for primary care physicians and training for TelessaúdeRS staff physicians (who act as teleconsultants) regarding primary care sensitive conditions. Half the waitlisted cases were resolved with the consulting provided to primary care physicians together with the telespirometry service created in 2013. Currently, 500 patients are waitlisted, and the median waiting time is 55 days (Figure 1).

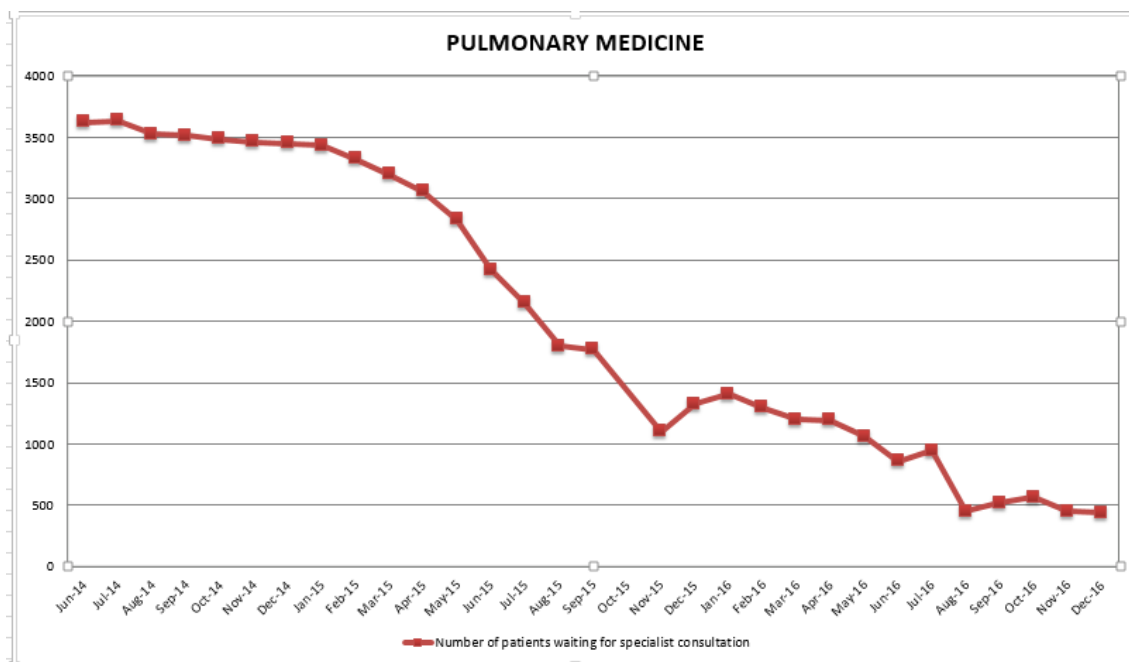


Figure 1 - Reduction of the waiting list for pulmonary medicine specialist consultation.

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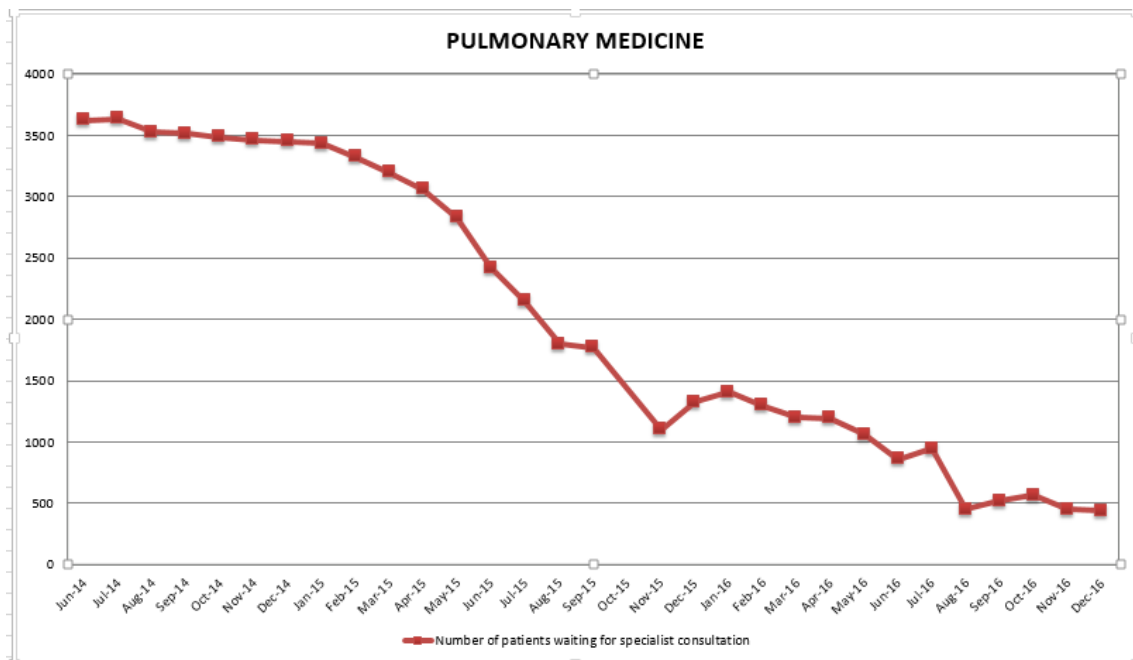


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