

Activity this quarter:

5,922

Calls

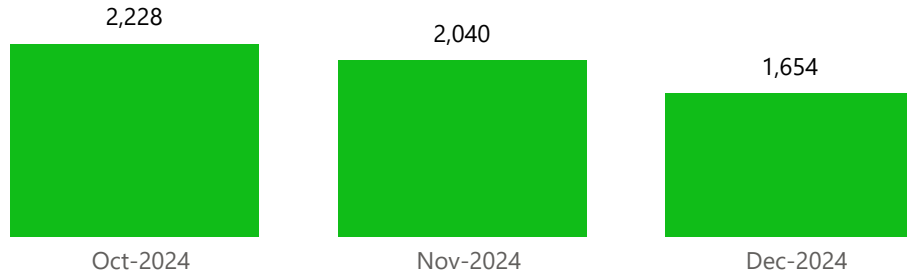
1,554

Unique users

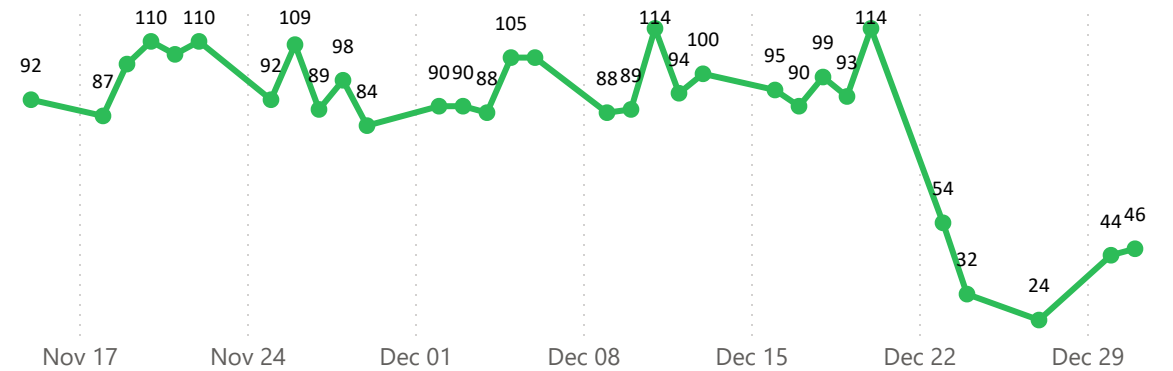
53

Specialties requested

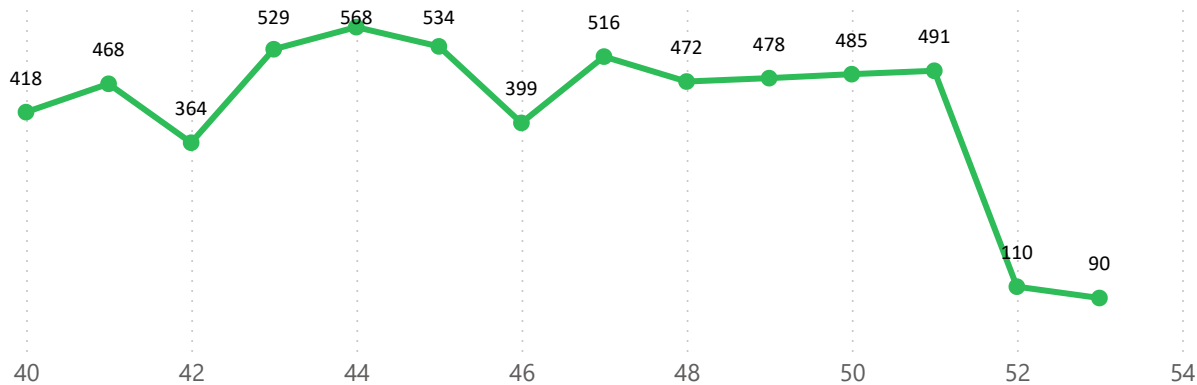
Specialist Link call volume (monthly overview)



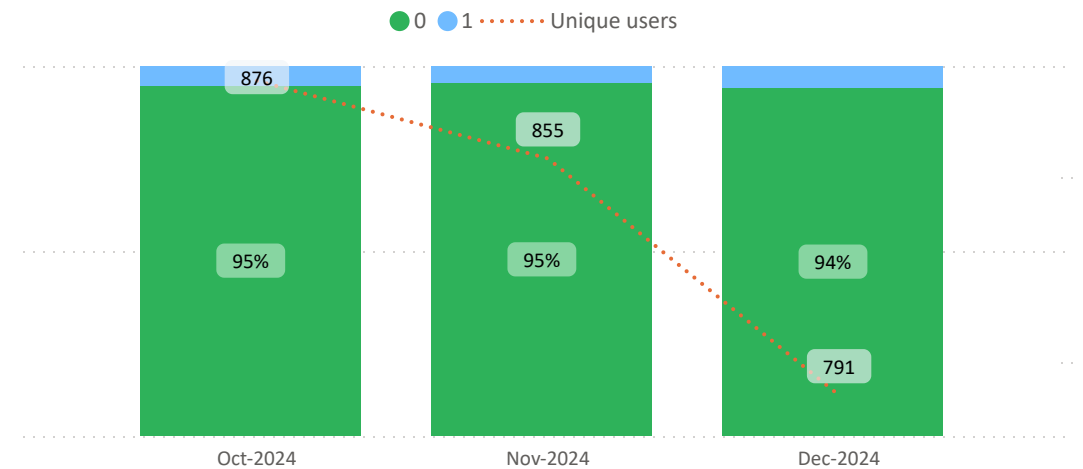
Specialist Link call volume (daily overview)



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.



Specialist Link program

specialistlink.ca

Call volume metrics

Quarterly report

Quarter 3

24-25

Community specialty services

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Breastfeeding IBCLC		1		1
Refugee health			1	1
Sports medicine	35	38	30	103
Total	35	39	31	105

Department of medicine

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Clinical pharmacology	4	5	7	16
COVID	4	2		6
Dermatology	56	47	44	147
Endocrinology	184	154	125	463
Gastroenterology	98	74	53	225
General internal medicine	59	62	45	166
Geriatric medicine	21	14	7	42
Hematology	224	160	154	538
Hepatology	59	73	53	185
Infectious disease	143	126	95	364
Nephrology	52	61	67	180
OB internal medicine	33	32	26	91
Respirology	45	39	34	118
Rheumatology	71	70	95	236
Thrombosis	74	70	52	196
Transgender health		5	3	8
Wound care	1	3	4	8
Total	1,128	997	864	2,989

Department of cardiac sciences & anesthesiology

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Anesthesiology	3			3
Cardiac electrophysiology	13	18	7	38
Cardiac surgery	2	5	3	10
Congestive heart failure	3	7	3	13
General cardiology	78	68	64	210
Total	99	98	77	274

Department of neurosciences & psychiatry

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Addiction medicine	10	8	12	30
Adult psychiatry	66	75	46	187
Child & adolescent psychiatry	19	21	17	57
Geriatric psychiatry	18	6	9	33
Neurology	104	102	78	284
Total	217	212	162	591

Department of oncology

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Medical oncology	23	23	21	67
Radiation oncology	4	3	2	9
Total	27	26	23	76



Specialist Link program

specialistlink.ca

Call volume metrics

Quarterly report

Quarter 3

24-25

Department of pediatrics

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Community pediatrician	94	79	94	267
Total	94	79	94	267

Obstetrics & gynecology

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Child & adolescent gynecology	5	6	9	20
Gynecology	126	106	74	306
Maternal fetal medicine	13	14	14	41
Obstetrics	61	36	33	130
Total	205	162	130	497

Other specialty services

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Chronic pain	16	20	9	45
Palliative care	5	8	5	18
Total	21	28	14	63

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

Surgery

Specialty	Oct-2024	Nov-2024	Dec-2024	Total
Colorectal surgery	5	4	2	11
Endocrine surgery	5	3	1	9
General surgery	24	19	8	51
Orthopaedic surgery	153	141	95	389
Otolaryngology	64	71	39	174
Pediatric otolaryngology	8	19	11	38
Pediatric urology	6	5	5	16
Podiatric surgery	11	14	6	31
Surgical oncology	12	10	11	33
Upper GI bariatrics		3		3
Urology	74	69	57	200
Vascular surgery	32	31	19	82
Total	394	389	254	1,037