ORIGINAL ARTICLE

Referrals to Dermatology: Proportion of Banal Disorders

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KEYWORDS
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Abstract

Background and objective: Skin diseases account for a large number of consultations in primary care. The objective of this study was to determine the characteristics and cost of referrals from primary care to a dermatology clinic.

Material and methods: Descriptive cross-sectional study of referrals from a primary care health center to a dermatology clinic. The dermatology clinic was situated in the same health center and was attended by a dermatologist from Complejo Hospitalario Universitario in Albacete, Spain. The study was performed on 10 days selected at random between April 21, 2009, and June 26, 2009. The data gathered included age, sex, use of cryotherapy, and diagnostic group. Patients were divided into 4 diagnostic groups: A) benign degenerative disease or trivial disorders whose treatment may not merit involvement of the national health service; B) diseases resolved with a single dermatology consultation at the health center; C) diseases requiring evaluation in hospital-based dermatology outpatients; and D) diseases referred for surgical treatment.

Results: Data were gathered on 257 patients with a mean age of 41.18 years and there was a larger proportion of female patients. The majority of patients were in diagnostic group B (53.7%), followed by groups A (19.1%), C (19.1%), and D (8.2%). The total estimated cost of these 257 visits was €29 750.32, of which €5672.24 was for trivial disorders.

Conclusions: The current high prevalence of trivial disorders in the caseload of dermatology clinics makes it necessary to control referrals from primary care more strictly.

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Introduction

Skin diseases account for between 4.85% and 22.5% of consultations in primary care.1–8 The growing number of consultations related to skin disorders means that appointments with dermatologists are currently in high demand,9 with a referral rate from primary care of 10.1% to 10.9%.10,11 Together with increases in the number of skin problems, there has been an increase in consultations for trivial reasons that may not involve a genuine disease.

The aim of this study was to determine the characteristics and costs of referrals to our hospital from primary care for the assessment and treatment of skin disorders.

Material and Methods

A descriptive cross-sectional study was undertaken in a population attended by a dermatologist from the Complejo Hospitalario Universitario de Albacete, Spain, who was sent on a provisional basis to a primary care center belonging to the same health care area. The study was conducted on 10 days selected at random between April 21, 2009 and June 26, 2009. The data was collected by the visiting dermatologist who assessed all the patients who, in the days leading up to the dermatologist’s visit, had been referred to a dermatologist by their primary care physician. The primary care physician was not aware of the characteristics and aims of the study.

The following information was recorded: age, sex, use of cryotherapy and diagnostic group. The patients were divided into 4 diagnostic groups:

1. Group A: benign degenerative disease or trivial lesions without medical consequences whose treatment may not merit the involvement of the National Health Service.

2. Group B: diseases requiring diagnosis and treatment, resolved with a single visit to the dermatologist at the primary care center.

3. Group C: diseases requiring treatment and follow-up, for which patients are referred to dermatology outpatients.

4. Group D: diseases requiring surgical treatment, for which patients are referred to surgery.

This group would include basal cell carcinomas or adnexal tumors.
During the study period no patient was referred to other specialties.

Data obtained under the collection protocol were digitally stored using the SPSS software package.

Resolution 17/02/2009 on costs applying to health centers in Castilla-La Mancha published in the Regional Official Bulletin, specifies a cost of 115.76 Euros for the first outpatient consultation for the category to which Hospital General de Albacete belongs, including within this cost any diagnosis and treatment performed within 15 days following the initial visit.

A report requested from our hospital indicated 20,255 first visits to the dermatology unit during 2009.

Results

In total, 257 patients were assessed during the study period. Mean (SD) age was 41.18 (23.43) years (median, 39 years). Of these patients, 53% were women (95% confidence interval [CI], 46.6%-59.2%) and 47% were men (95% CI, 40.8%-53.4%).

The most common diagnostic group (Figure 1) was Group B (diseases requiring diagnosis and treatment, resolved with a single visit to the dermatologist at the primary care center) (53.7%; 95% CI, 47.4%-59.9%). This was followed by Group A (benign degenerative disease or trivial lesions without medical consequences whose treatment may not merit the involvement of the National Health Service) and Group C (diseases requiring treatment and follow-up, for which patients are referred to dermatology outpatients) with the same percentage (19.1%; 95% CI, 14.5%-24.4%). Group D (diseases requiring surgical treatment, for which patients are referred to surgery) was the least common diagnostic group (8.2%; 95% CI: 5.1%-12.2%).

There were 49 patients in Group A (benign degenerative disease or trivial lesions), with no significant differences between sexes (mean age, 49.24 [19.77] years); the remaining patients had a mean age of 39.25 (23.86) years.

The most common diagnosis in Group A (Figure 2) was acrochordon (45.42%; 95% CI, 29.8%-61.3%) followed by seborrheic keratosis (42.9%; 95% CI, 27.7%-59.0%).

Cryotherapy (Figure 3) was used in 29.6% of the patients (95% CI, 24.1%-35.6%); of these patients, 40 were in Group B (diseases resolved at first visit) and 34 were in Group A (benign degenerative disease or trivial lesions). There were only 2 patients in Group C (diseases requiring referral to dermatology outpatients). In total, cryotherapy was used in 69.4% of the patients with degenerative disease or trivial lesions (Group A; 95% CI: 54.6%-81.7%) and in 20.2% of the remaining patients (Groups B, C and D; 95% CI, 15.0%-26.3%).

The cost of the 257 consultations during the study period was 29,750.32 Euros. Of these 257 patients, 19.1% were in Group A (degenerative disease or trivial lesions) involving a total cost of 5,672.24 Euros during the study period (Figure 4). If we extrapolate these data to the population treated at the dermatology department of Hospital General de Albacete during 2009 and we assume...
3869 new consultations for benign degenerative disease or trivial disorders, then the theoretical cost of these procedures within this period would be 447 841.29 Euros. These data should be considered in the context of a total cost of 2 344 718.80 Euros corresponding to the 20 255 new consultations conducted during that year.

**Discussion**

There are few studies on referrals to dermatology units and their associated costs. A large proportion of the increasing number of referrals is due to concerns over personal appearance. This situation has been observed in our units and has already been discussed in the literature.15

We draw attention to 2 points in our study: the high number of cases resolved at first consultation and the high percentage of referrals for benign disease and trivial disorders.

The present study shows that more than half the cases were resolved at the primary care center (53.7%). Less than 20% of the patients were referred to dermatology outpatients for examination, diagnosis and follow-up, and even fewer were referred to surgery at first visit. In this sense, our provisional dermatology clinic at the primary care center performed a secondary care function by screening out the number of patients who would have otherwise used the outpatient services of the Complejo Hospitalario Universitario de Albacete.

Secondly, a high percentage of patients were referred for trivial skin conditions (Group A: 19.1%) that cannot strictly be considered diseases given their course, the absence of pathological impact, their association with the normal aging process and the cosmetic goals of treatment. We initially expected the group seeking cosmetic treatment to be formed by younger people. However, their mean age was 49.24 years, that is, 10 years older than patients referred for other skin conditions. This situation was associated with the most common diagnoses of seborrheic keratosis and acrochordons, which are more common in this age group. Cryotherapy was the most common treatment for this group of trivial disorders and was indicated in 69.4% of the patients. Cryotherapy alone was used in 20.2% of the remaining patients. The high number of benign skin diseases treated with cryotherapy reflects the diversity of criteria used by dermatologists to assess whether to treat these conditions or not.

Thus, we find ourselves dealing with a group of patients in their fifties referred for degenerative disease associated with aging and who form a high percentage of referrals to dermatology. These conditions cannot strictly be considered diseases and thus cannot be managed within the National Health Service. This is made clear in the Royal Decree of 1995 which states “procedures unrelated to accidents, disease or congenital malformation”16 cannot be funded by the social security system. Nevertheless, in cases where doubt exists, the patient should be diagnosed by a dermatologist. It is at this point that a trivial benign skin disease whose treatment is not covered by the National Health Service may be identified. The decision to treat the condition remains at the discretion of the specialist.

Accepting this type of trivial reason for referral implies accepting the increased costs involved. Of the 257 patients studied, those with benign and trivial disease led to healthcare costs of 5672.24 Euros, which would translate into 447 841.29 Euros per year if these costs were extrapolated to all the referrals to our center. This waste of resources should raise serious questions regarding the importance of this issue. In an attempt to exemplify this situation, we compare the costs of

![Figure 3](image1.jpg) **Figure 3** Percentage of patients who received cryotherapy according to diagnostic group. Group A: Benign degenerative disease or trivial lesions whose treatment may not merit the involvement of the National Health Service. Group B: Diseases resolved with a single visit at the primary care center. Group C: Diseases for which patients are referred to dermatology outpatients.

![Figure 4](image2.jpg) **Figure 4** Cost of the 257 patients who formed the study group, broken down by the presence (Group A, 49 patients) or absence (Groups B, C and D, 208 patients) of benign disease or trivial lesions.
“benign and trivial disease” during 2009 to other costs. According to the Official Bulletin of Castilla-La Mancha regarding resolution 17/02/2009 on costs applying to its health centers, the cost of mammography for breast cancer screening was 29.21 Euros per patient. Thus, the 447,841 Euros that were spent on benign and trivial disease during 2009 could have paid for 15,332 mammographies of this type, an enormous number that should cause some concern.

Regarding the limitations of our study, we would like to emphasize that the classification of the diagnostic groups into 4 categories was based on ad hoc assumptions on what constitutes a disease or not; these may vary according to the criteria applied by the specialist and are thus open to debate. Furthermore, the fact that the study was conducted between April and June could have modified the results because of the increased number of consultations typical to this period of the year.

According to the results, a large percentage of patients do not actually have a skin disease, but rather a cosmetic problem, and this leads to longer waiting lists of patients with real skin disease. Furthermore, this type of service cannot be funded by the social security system and thus may involve the specialist in legal action in the case of complications arising from treatment.

Possible solutions or measures to control the increase in referrals to dermatologists and the consequent overload for trivial and cosmetic problems would involve different strategies. Firstly, we emphasize the importance of providing continuous professional development in dermatology for primary care physicians, as referred to in other studies, stressing the need to recognize and differentiate benign lesions or those that do not require treatment from lesions that require patient referral to a specialist. In this sense, it would be of interest to create diagnostic and therapeutic protocols that would include skin diseases requiring referral to a specialist. On the other hand, the possibility of establishing a dermatology unit in a primary care center could be evaluated in the attempt to reduce the large volume of patients referred to hospital dermatology department, as this leads to specialists becoming overloaded and reduces the amount of time dedicated to patients with serious skin diseases.

In conclusion, we would like to draw attention to the current situation of secondary dermatology departments overloaded by patients with trivial disease and the consequent health costs of these types of visit and their treatment, while bearing in mind the impact they have on other patients with skin disease and on the specialists themselves.

Conflict of interest

The authors declare that they have no conflict of interest

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