

eReferral Update

Awesome Achievements in eReferral

The Waterloo Wellington SCA team is making the rounds to recognize our users who are hitting major eReferral milestones!

Among the honourees are:

GRH – 2,500 eReferrals Received
 CMH – 6,500 eReferrals Received
 SMGH – 2,500 eReferrals Received
 RCC—3,000 eReferrals Processed
 Urology Associates – 1,000 eReferrals Sent

Watch for our visit to your team soon!



SMGH Staff Alyssa Stryker and Christine Runnquist receiving certificate from SCA's James Downham honouring 2,500 eReferrals received at SMGH

Do you want a refresher on using eReferral? Do you have new staff to be trained to use eReferral? Are you bumping into a few challenges with eReferral?

Our team is here to support you and your clinic! Please reach out your change management specialist or email ereferral@ehealthce.ca

New Functionality - Automated Wait Time Calculation

As part of the System Coordinated Access Program's commitment to improve patient care through the implementation of an eReferral solution, we are pleased to announce that new functionality has been added to Ocean.

Calculated wait times are now available in Ocean for all live eReferral sites who have received 6 or more referrals. Wait times will display by health service offering (e.g. MRI, cardiology, psychiatry) in the Ocean HealthMap. To read more about this announcement, please visit <http://ocean.tips/wait-times-available>. For detailed information about how wait times are calculated and displayed, please visit <http://ocean.tips/wait-time-calculations>.

If you have questions or require more information, please email ereferral@ehealthce.ca

STAY UP TO DATE:

For optimal use of the Ocean eReferral solution, it's important to ensure that your Ocean downloads are up to date. Please find the latest downloads specific to your EMR at the following location:

<https://www.oceanreferralnetwork.ca/>

QUICK STATS

25,000 eReferrals sent to date

87 eReferral Destinations

311 eReferral Senders

Find the latest eReferral destination updates at systemcoordinatedaccess.ca/news

Privacy Tip:


As the Waterloo Wellington SCA team works to onboard additional pathways in the coming months, like Mental Health and Addictions, Specialized Geriatric Services and Community Support Services, there will be a much broader range of programs and services to which a referral may be sent or forwarded.

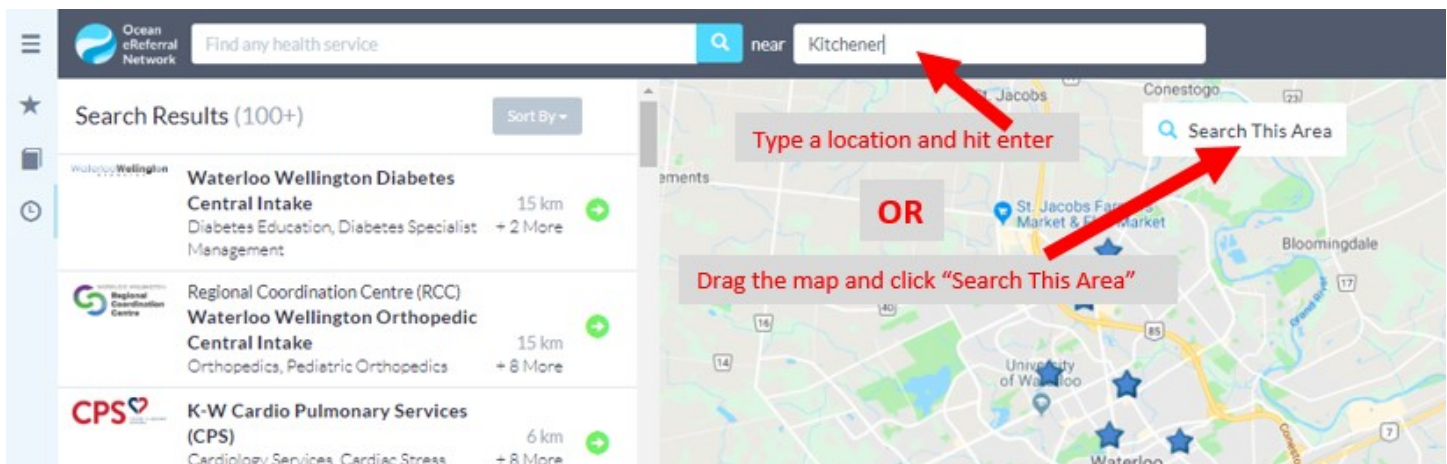
One consideration for referrers sending eReferrals into these pathways is to discuss with patients the possibility that their referral (and therefore their personal health information) may be sent to a receiver who is not a health information custodian or "HIC" (an organization or provider covered to collect, use and disclose PHI under privacy legislation). When sending to a non-HIC, it is recommended that referring providers ensure that they have express consent from the patient to send the referral.

We are working hard to ensure that Non-HICs are clearly labelled as such in Ocean, for the ease of referral senders.

For more information on HICs versus non-HICs please visit systemcoordinatedaccess.ca/privacy/

QUICK TIP:

On the Ocean Health Map Directory you can now search for a full list of specialists/services that accept eReferrals by typing a location or moving the map and clicking "Search This Area". Any listing that has this green marker:  is live on eReferrals.



Do you have a quick tip to share? Let us know! eReferral@ehealthce.ca