eReferral Solution

The integration of Ocean eReferrals with other digital health tools has been effective in streamlining the referral pathway for the Inter-professional Spine Assessment and Education Clinics (ISAEC) program in the Champlain region

Did you know?

- Integrated healthcare throughout the province has been made a priority by the government of Ontario, and digital health is the recommended method todo so
- In April 2018, the ISAEC program was implemented throughout the province to provide rapid low back pain assessments as part of the Ministry of Health's vision for musculoskeletal (MSK) care
- The Champlain ISAEC program chose a digital referral process to improve the efficiency and the quality of the referral process by decreasing manual data entry and receiving more complete referrals

Benefits

Since deployment of Ocean eReferrals in February 2019, over 600 eReferrals have been sent to the Champlain ISAEC central intake from over 120 different referrers. Deploying Ocean eReferral to support the ISAEC referral pathway has created programwide benefits in Champlain:





Decreases amount of data entry needed by the sending clinician and administrative staff

The Ocean eReferrals form launches directly from the EMR and patient information pre-populates into the forms





Increases completeness of referrals and improves the efficiency of the referral process

Electronic forms create the opportunity to individualize forms and add required fields





Increases communication between providers along the care pathways

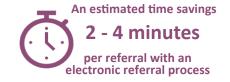
ISAEC team can message referring clinician through secure messaging in Ocean





Decreases amount of human data entry errors and amount of time required to manually transcribe referrals

Referrals are electronically transferred from Ocean into the ISAEC clinical management system



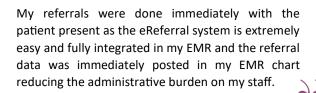
The integration of Ocean eReferrals has contributed to some considerable time savings.

Lara Najem, the Champlain ISAEC administrative coordinator, notes that paper-based intake process could take 5—7 minutes per referral. Now, with electronic referrals, the process takes about 3 minutes.



Receiving all the referrals electronically saves us a lot of time and is really helpful in that the referrals are always complete and the information is easy to review. Also, now that we have the ability to send messages via Ocean eReferral that really helps with notifying the referring physicians regarding accepting or declining their referrals.

Lara Najem, Champlain ISAEC Administrator



Dr. Therese Hodgson, Family Physician, Ottawa





