



# 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 to do 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 program-wide 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



An estimated time savings

**2 - 4 minutes**

per referral with an electronic referral process

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*

My referrals were done immediately with the patient present as the eReferral system is extremely easy and fully integrated in my EMR and the referral data was immediately posted in my EMR chart reducing the administrative burden on my staff.

*Dr. Therese Hodgson, Family Physician, Ottawa*

