

# eReferral Solution

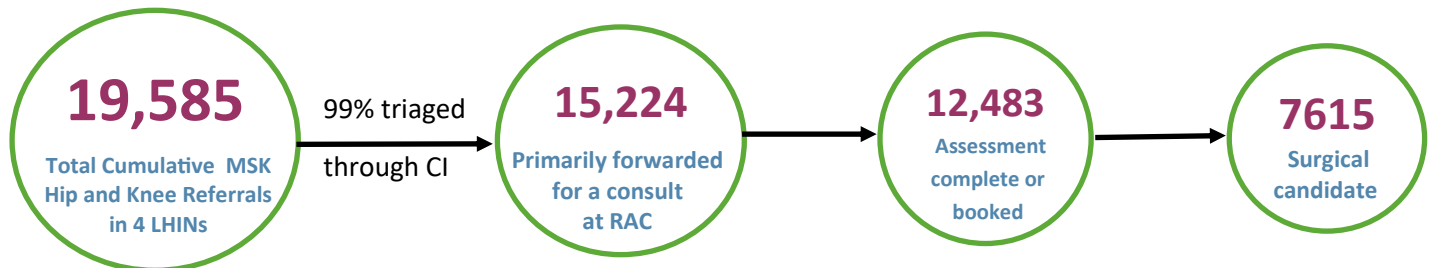
The use of an electronic referral solution that incorporates decision-support standards to send MSK referrals saves time processing referrals at Central Intake (CI), reduces wait time for assessment and decreases unnecessary ordering of diagnostic imaging.

## Did you know?

- One third of Canadians suffer from Musculoskeletal (MSK) disorders<sup>1</sup> and median wait time is 13 weeks to receive consultation from an orthopedic specialist.<sup>2</sup>
- A retrospective chart review study on orthopedic knee pain patients in a KW clinic reported an 84% of inappropriate orders of pre-consult MRI scans. In contrast to the diagnostic imaging (DI) guidelines recommendation, only 57% of the patients were referred to the specialists with a pre-ordered x-ray.<sup>3</sup>
- In the MSK process, orthopedic referrals are processed through CI and directed to an orthopedic Rapid Access Clinics (RAC) for evaluation.

## Benefits of Using eReferral Solution In the MSK Process

Since September 2018, MSK hip and knee patients were referred from the primary care offices through the Ocean eReferral System to CI to be triaged to the RACs or specialist for consultation and assessment across 4 LHINs (WW, ESC, NE and SE).



Secondary data analysis of the electronic and paper-based referrals processed and triaged at CI through the system illustrates a significant time savings with the introduction of the electronic referral solution as shown in the table below.

	Paper-based N=17325	eReferral N= 2260	Days saved using eReferral	P value
Average Processing time	28 days	5 days	<b>23 days</b>	<b>P&lt;0.012</b>
Average Wait 1 a (referral received at CI till assessment date at RAC)	79 days	56 days	<b>23 days</b>	<b>P&lt;0.000</b>

Of all MSK referrals, 7,125 were for knee pain patients ≥55 years of age, diagnosed with OA. The below graphics highlight the high proportion of patients referred with x-ray as recommended by DI guidelines and the low proportion of unnecessarily MRIs.



“ I love that I don't have to call to confirm the referral was received and that I don't have to call for status updates ”