



eReferral Solution

The use of an electronic referral (eReferral) solution to send orthopedic referrals is associated with improvements in the quality of referrals, decreased referral processing time, and quicker access to care for patients

Did you know?

- Many patients requiring consultation often face unexpectedly long wait times from the time of their referral to the date of the consult
- eReferral supports providers' efforts to reduce wait times and improve outcomes through a more legible and complete electronic referral form, and easier communication of patients' referral information among providers through secure channels
- North Eastern Ontario Medical Office (NEOMO), a unique primary care medical clinic in Sudbury, Ontario, which was recognized for its innovative work as Ontario's '2017 Family Practice of the Year', went live with eReferral on October 21, 2019

Benefits

Efficiency indicators (time to process referrals and wait time) for orthopedic eReferrals sent from the NEOMO clinic, between October 21 and December 15, 2019, were compared to orthopedic paper-based referral data from the same clinic two months prior to the eReferral go live (August 26 to October 20, 2019). Findings illustrate time savings using the Ocean eReferral network.

	Paper-based N= 26 (Aug 26—Oct 20, 2019)	eReferral N= 25 (Oct 21—Dec 15, 2019)	Efficiency Gain using eReferral
Average Processing Time *	3.4 days	0.6 days	<u>2.8 days</u>
Average Wait 1 a **	42 days	20 days	<u>22 days</u>
Complete referrals	21 (82%)	23 (92%)	<u>10% Improvement</u>

* Processing time — The date the referral was received at central intake until it was forwarded to the assessment centre

** Wait 1 a — Date of receipt of referral at central intake until the assessment date at the assessment centre



As referring physicians we love knowing that our referrals have been received and knowing when they have been accepted or declined. We also like that we can simply follow the referrals by looking in the patient's chart. Our patients also like that they have the option to get email updates in regards to referrals. Wait times have also been much faster!



Family physicians at NEOMO Medical office