



eReferral Solution

Automated email notifications through the Ocean eReferral solution are enhancing clinic efficiencies by decreasing the time spent notifying patients about their booked appointment, and reducing the number of missed appointments

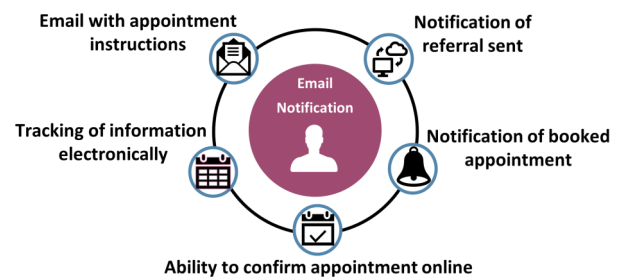
Did You Know?

- Missed appointments (no-shows) are a significant issue in primary care
- Digital health tools are valuable resources that can support a streamlined workflow within clinics
- A reduction in miscommunications and appointment no-shows is anticipated through the implementation of digital health tools

Benefits

eReferrals sent to MyHealth, South Western Ontario, since Ocean eReferral Go-Live:

- 71% of the patients have a booked appointment
- 14 clinicians have adopted and sent referrals electronically to MyHealth
- Average wait time to access care is 19 days
- 72% of patients consented to and received email notification of their referral



The following observations were recorded with the use of eReferral email notifications at MyHealth in South Western Ontario:

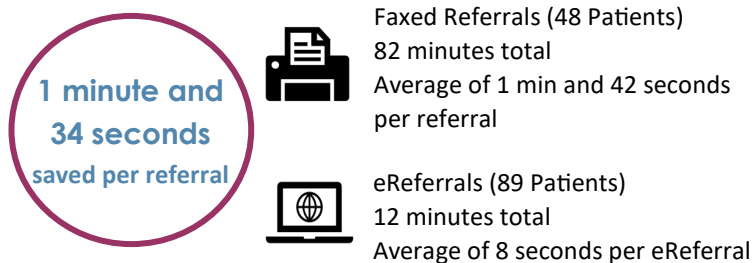
Less Time Spent Calling Patients

In **February**, MyHealth tracked a time savings of **70 minutes** as most of the patients referred electronically received automated email notifications and therefore **did not require calls**. If all patients received emails through the eReferral solution, there is a potential time savings of more than **3.5 hours per month**.

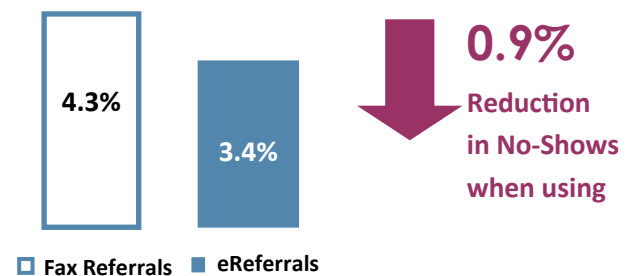
Fewer No-Shows

Tracked no shows from **December 2019 to February 2020** illustrate that those referred through eReferral were **0.9%** less likely to miss their appointment.

Average Time Spent Notifying Patients



Percentage of No Shows



“*Electronic referrals are shaping the future of the healthcare industry and streamlining referral intakes. Ocean’s user-friendly platform allows for easy communication with both our referring community and the patients themselves. We appreciate this feature as it gives us the ability to provide further quality patient care. MyHealth Centre is committed to innovation, and integrity and Ocean E-Referrals is offering great assistance with this. We look forward to growing our electronic referrals with Ocean!*”

Megan Jany, Physician Relations Representative
MyHealth, South Western Ontario