eReferral Update

eReferral—The Patient Experience

Patient feedback about the eReferral process has been overwhelmingly positive. Patients who have an email attached to their eReferral are invited to complete a patient satisfaction survey about the eReferral process after their appointment has been booked. To date 1309 patients have responded.

- **90%** of patients are satisfied with the eReferral process

- **96%** of patients found the eReferral process easy to follow

- **82%** of patients prefer eReferral compared to a past referral process

- **95%** of patients said receiving a confirmation email about their appointment booking improved their experience with the referral process

Updating the patient email in the EMR and including it in an eReferral improves the patient experience, and allows us to get feedback from patients to guide improvements to the eReferral solution.

" Super easy and convenient - able to sort out appointments from my phone while at work without having to call and be hold, etc. "

-eReferral patient

Tip for checking an email for accuracy

Remember to check the patient's demographic information before sending the eReferral. A simple spelling mistake in the email (e.g., an extra period - John.smith@test.com.) can cause an error when trying to send the eReferral. Since the demographics will always pull from the EMR itself, make any corrections directly in the patient chart.

If you have questions or require more information, please email eReferral@ehealthce.ca

System Coordinated Access

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STAY UP TO DATE:

For optimal use of the Ocean eReferral solution, it's important to ensure your Ocean downloads are up to date. Find the latest downloads specific to your EMR at the following location:

https://www.oceanereferralnetwork.ca/

QUICK STATS

32,000 eReferrals sent to date

97 eReferral Destinations
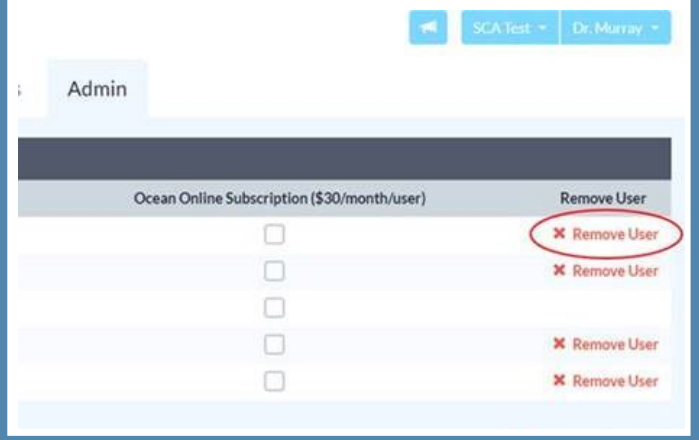
355 eReferral Senders

Find the latest eReferral destination updates at systemcoordinatedaccess.ca/news

Privacy Tip: Removing Users

Your Ocean users list should be maintained at a regular frequency to ensure the list is up to date (i.e., remove staff who are no longer at your organization).

1. Log into Ocean

2. Select the Administration Tab

3. Select Users on left of screen who are no longer with the organization

4. Remove User

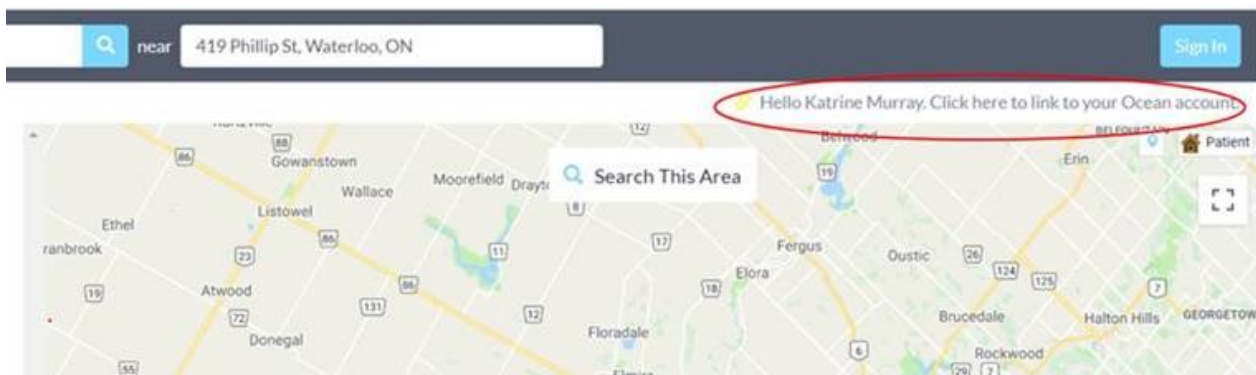*Consider making this step part of your employee departure checklist.

QUICK TIP: The Importance of Logging in

It's important to send an Ocean eReferral in a logged in state!

- To ensure the eReferral email notifications go to appropriate staff.
- To ensure the PSS messages for eReferral follow up are directed to the desired PSS user group.
- To ensure the referral summary is pushed to the patient's chart.

Remember to link your Ocean account with your EMR when prompted.

Do you have a quick tip to share? Let us know! eReferral@ehealthce.ca