

Expansion of Provincial eReferral Program Includes Streamlining eReferrals between Primary Care Providers and Home and Community Care Support Services

Integration with provincial CHRIS system drives better patient and provider experience through provincial eReferral program, in partnership with CognisantMD and Think Research

Kitchener, ON (March 30, 2021) - The launch of an integration that expands the innovative provincial eReferral initiative, the Ontario eServices Program, connects primary care providers with home and community care teams.

The integration into the provincial home and community care platform, Client Health & Related Information System ([CHRIS](#)), leverages a family physician's existing access to the Ocean eReferral Network to easily transfer patients' referrals electronically. This removes the need for the cumbersome and error-prone process of sending paper-based referrals. Ultimately, improving the process of connecting a patient with the home care they need — whether that's wound care nursing, a home safety assessment, or a personal support worker.

Now live in Waterloo Wellington, this integration will be expanding into other regions within the next few months. It is expected to not only drive increased referral volumes but also improve workflow efficiency for referral recipients, resulting in administrative time savings and an improved experience for patients. The integration is also designed with the ability to be easily scaled across the province to add new end users and increase adoption of the tool.

The successful integration with CHRIS leverages the Think Hubly integration engine and is the latest expansion of the Ontario eServices Program. This provincial program, which is funded by the Ministry of Health, works with a variety of Ontario vendors including the consortium of Think Research, CognisantMD and Centre for Effective Practice. More than 275,000 eReferrals have already been processed as part of the Ontario eServices Program, leading to more seamless information sharing, faster turnaround times, and better patient and provider experiences.

For more information or to find out how to start using eReferral, email eReferral@ehealthce.ca.

About the Ontario eServices Program

The Ontario eServices Program delivers digital services (eConsult and eReferral are the first initiatives in the scope of the program) that support clinical workflows and facilitate smoother transitions in care and an improved patient experience. The Ontario eServices Program is co-led by the Ontario eConsult Centre of Excellence (eConsult COE) and the eHealth Centre of Excellence (eCE) and is funded by the Ontario Ministry of Health (MOH).