

Positive Impacts of using eReferral to Refer Patients to COVID-19 Assessment and Testing Centres

Two COVID-19 centres in Waterloo Wellington are leveraging the Ocean eReferral solution to simplify the referral process for both patients and clinicians.

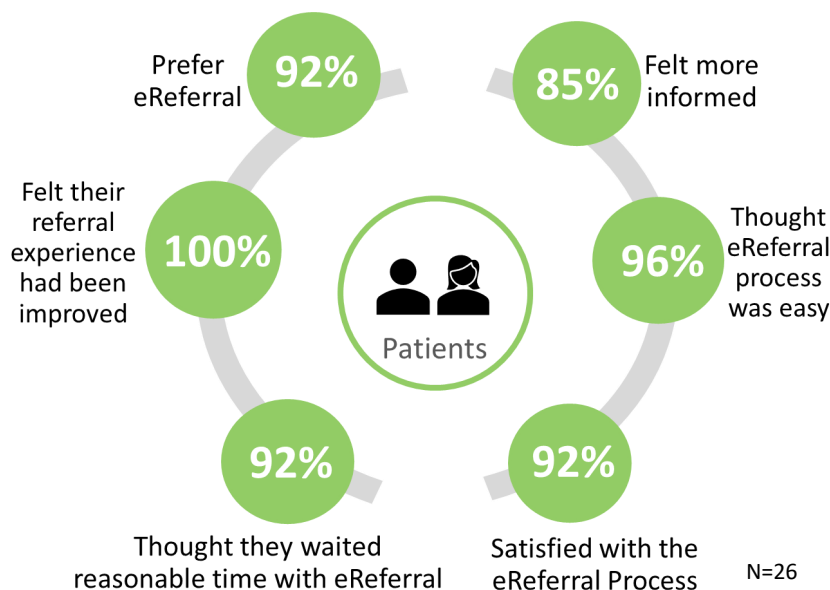
Benefits

- Secure in-application messaging (clinician to clinician)
- Patient notifications—patients opt in to receive email notifications
- Confirmation of booked appointments (providers and patients)



Allowed me to see where I was in the referral process rather than just waiting and wondering.

Assessment Centre Patient



The eReferral system allows for quick and accurate instructions to be sent to the patient with minimal time on the phone to explain things. This allows for more patients being booked with less stress on the admin team.

Email notifications to patients lead to less "no shows" and increased communication in regards to rescheduling and cancelling appointments.

Dr. Neil Naik, Clinical Lead for the KW4 COVID-19 Response Team

COVID-19 eReferrals—By the Numbers

(March 31 to May 20, 2020):

- 421** COVID-19 eReferrals sent through Ocean
- 119** Clinicians sent eReferrals for a COVID-19 assessment and/or testing through Ocean
- 210** Patients consented and received email notifications
- 26** Patients referred to a COVID-19 assessment centre responded to the survey (13% survey response rate)

This is way better than wondering if there was a paperwork glitch and my referral was lost somewhere in the process.

Assessment Centre Patient

