

The Waterloo Wellington Cataract Central Intake (CI) was established in April 2021 and is already seeing improvements in wait times while enhancing patient and provider experience



The 90th percentile wait time has decreased from 351 days at 1 month post go-live, down to 309 days 5 months post go-live; a wait time reduction of **42 days***

Quick Facts

- The Waterloo Wellington Cataract Central (CI) Intake was established in April 2021; in a 5-month period it has processed over **1,300** referrals
- **53%** of referrals were sent to the CI as Ocean eReferrals, while referrals received at the CI as fax are transcribed into Ocean and sent on to the specialist via Ocean eReferral
- **93%** of referrals received at the CI have been complete
- The CI model provides patients the choice on how they would like their referral triaged, current data shows
 - **50%** of patients indicated they preferred a specific surgeon
 - **31%** indicated they would prefer the first available surgeon
 - **19%** indicated they would prefer the surgeon closest to their home
- Over **200 patients** have consented to receive email notifications related to their eReferral

This [patient email notification] is very convenient and much better than playing phone tag with an admin office

eReferral Cataract Surgery
Patient, Waterloo Wellington

Central Intake provides one location to send referrals and/or to contact for status updates. It prevents patients from being lost in the system, distributes referrals equitably, prevents duplication of referrals and thereby reduces wait times

Debbie Hollahan, Director,
WW Regional Coordination Centre

For more information, email communications@ehealthce.ca.

* The 90th percentile wait time is the time in which 90% of patients are seen