

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



The 90th percentile wait time has decreased from 351 days at 1 month post go-live, to 298 days as of December 2022; a wait time reduction of **53 days***



When looking at the completion rate of referrals received at the CI – 88% of Fax referrals are received complete compared to **97% of eReferrals received complete**

Quick Facts

- The Waterloo Wellington Cataract Central Intake was established in April 2021 and it has processed over **6,700** 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
- The CI model provides patients the choice on how they would like their referral triaged. Current data shows:
 - **42%** prefer a specific surgeon
 - **37%** prefer the first available surgeon
 - **21%** prefer the surgeon closest to their home

Timely, easy-to-understand, accurate, simple method of communication.

All new for me, even though I'm computer challenged, it was easy.

Best way to confirm referral and advised of later appointment

Love this program, have used it for other physicians and it works great.

eReferral Cataract Surgery
Patients, Waterloo Wellington

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

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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