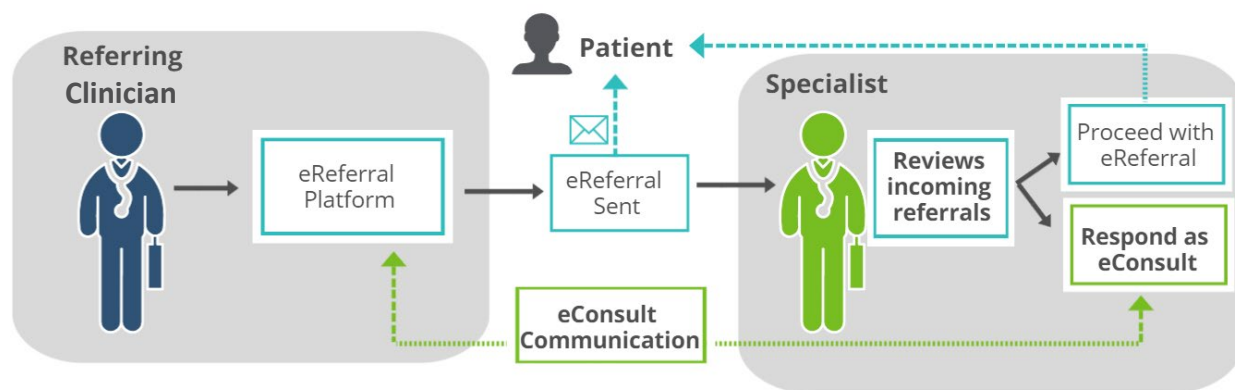


Triaging Referrals to eConsult (TReC)

Enabling specialists to respond to an incoming eReferral with an eConsult has provided incredible benefit to both clinicians and patients by improving access to specialty care and advice.



Quick Facts

- TReC is a workflow that allows specialists to respond to referrals with advice, through an eConsult if they deem it appropriate, often eliminating the need for an in-person appointment for the patient
- As of April 2022, participating specialists have responded to **9%** (n=307) of their eReferrals with an eConsult
- **88%** of Primary Care Professionals (PCPs) surveyed agreed that they found it clinically appropriate that the specialist addressed their referral with an eConsult
- **85%** of PCPs surveyed agreed that they were provided enough information through eConsult to provide care to their patient
- **86%** of PCPs surveyed rated the value of eConsult through eReferral as either good or excellent
- TReC was previously known as eReferral to eConsult Proof of Concept (eRC) and went through two phases of development and evaluation. The evaluations results informed the decision to make this workflow a permanent part of eServices Program.

"This is a FANTASTIC initiative... This incentivizes physicians to review the referral requests themselves and triage appropriately, streamlining workflow."

- Participating Specialist

"The merge of eConsults with eReferrals is a great idea...MDs can get ongoing support as well while they wait for the patient to be seen. Having everything synched is very reassuring on this end!!"

- Administrative Coordinator

For more information, email eServicesProgram@toh.ca.

ehealthce.ca/Case-studies-and-publications

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