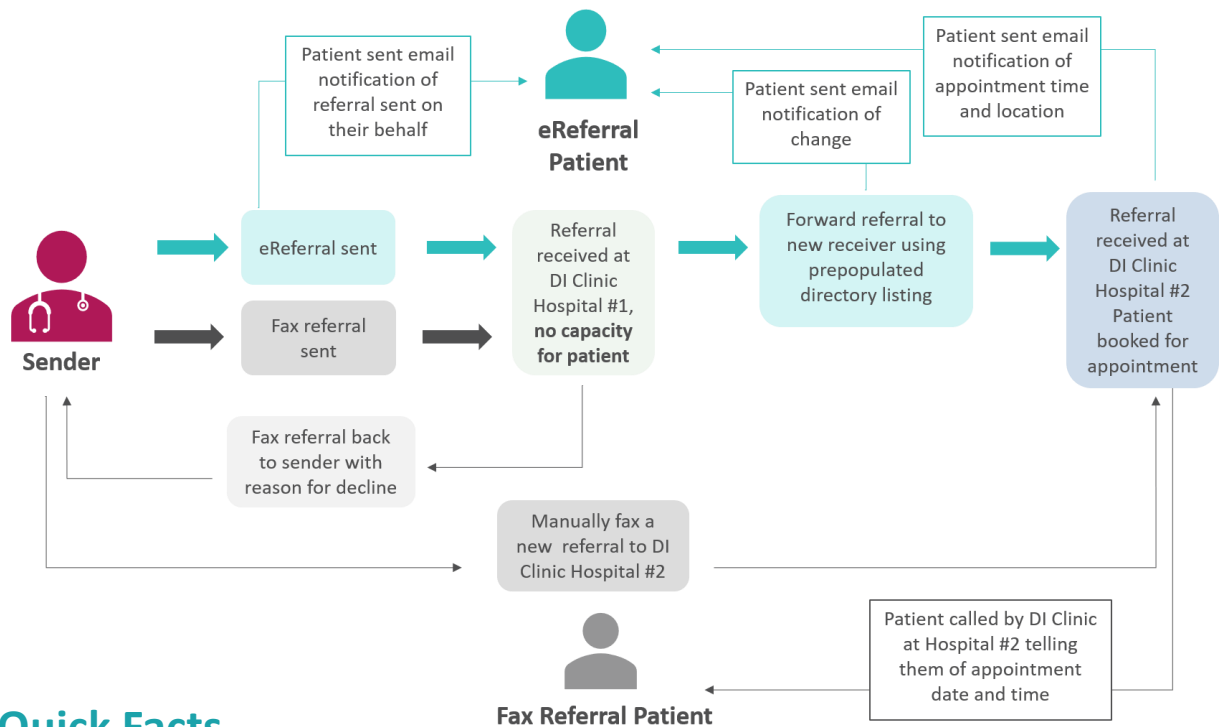


Using eReferral to manage capacity

The backlog of diagnostic imaging referrals can be managed using electronic referral to reroute the referrals to another hospital with more capacity, providing quicker access for patients



Quick Facts

- St. Mary's General Hospital (SMGH) DI clinic has used eReferral to manage the backlog of CT referrals. In the fall of 2020, SMGH used the forwarding functionality to electronically send the referrals on to a second hospital with more capacity
- Seamless forwarding functionality in eReferral allows for the department and the radiologist to see any communication by the previous site
- Using secure messaging, appointment details are sent to the referring provider through the Ocean platform and or integrated EMR patient chart
- Patient's can receive appointment details and confirm their appointment through secure email messaging which also notifies the referring and receiving provider of this confirmation

For more information, email communications@ehealthce.ca.

"E-referral has been instrumental in helping us handle the additional CT referrals we have been receiving from other sites in our region... We then can forward this referral to our Radiologist if need be for protocol, which they can access from any location. Once protocolled by our Radiologist, we can then easily inform the referring physician's office of the appointment with all of the instructions and contact information and then directly notify the patient by email of their appointment details. We can also see when the patient has received the email and confirmed the appointment, which saves us doing a reminder call to them the day prior to their appointment."

Crystal Lee, Diagnostic Imaging Clerical Lead, Groves Memorial Community Hospital