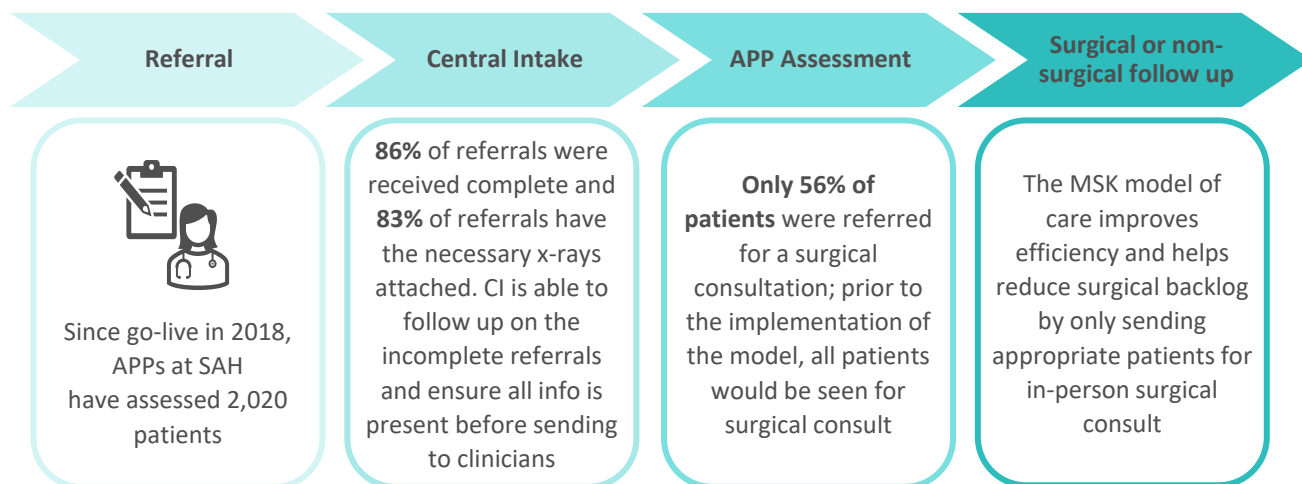


eReferral enables an efficient Musculoskeletal (MSK) model of care in Northern Ontario

This MSK model of care includes the centralized intake and physiotherapy assessment of hip, knee and low back referrals

The Sault Area Hospital (SAH) is part of the Northeastern Ontario Hip, Knee and Low Back Central Intake (CI) Program where an Advanced Practice Physiotherapist (APP) initially assesses all patients that their primary care practitioner has referred through both fax and eReferral. Those for whom joint replacement or spinal surgery might be helpful are referred on to a surgeon. The referral flow is outlined below.



Key Facts

- The MSK assessment model is currently operating throughout the province of Ontario
- Ocean eReferral has supported the processing of **over 58,000** referrals for hip, knee and low back assessments in Ontario
- Referrals are currently sent from primary care to the central intake via fax or eReferral
- Referrals are assessed at central intake for completeness to ensure they include all relevant patient information as well as any required imaging; any faxed referrals are also transcribed into eReferral and sent to the APPs via eReferral
- The APPs determine if each patient is suitable for surgical intervention through a physical assessment

"It is helpful to assist in keeping track of referrals and ensures all necessary information from the referring doctor has been included on the original referral...As well, this program updates the referring office once the patient has a scheduled appointment."

Kaylie Grzelak, Medical Office Assistant

"With Ocean eReferral platform, some surgeons are seeing patients the same week. I triage, do a virtual or in-person consult and send them on, sometimes within a week of getting them from Central Intake! As well, I offer individual patients strategies that can help with symptom reduction and joint function."

Rhonda Matthews, ACPAC, APP at SAH

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications