

# eServices Support in Waterloo Wellington

The **West Deployment Team** at the eHealth Centre of Excellence, in partnership with Ontario Health West, supports the deployment of **eConsult** in South West and Waterloo Wellington, and **eReferral** across the South West, Waterloo Wellington and Hamilton Niagara Haldimand Brant regions.

## WORK IN PROGRESS IN THE WW REGION



- AIRE Allergy
- Cambridge Memorial Hospital Outpatient Oncology Program
- Grand River Hospital – Rapid Access Pediatrics Clinic
- St. Mary's General Hospital Regional Cardiac Care Centre:
  - Cardiodiagnostics Services
  - Heart Function Clinic
  - Heart Rhythm Program

## CURRENT STATE: eReferral & eConsult

### eReferral



Total Number of Senders	2,327
Total Number of Receivers	682
Total Number of Referrals Processed	664,600+
Total Number of Unique Patients	259,250+
Patients Receiving Email Notifications	57%

as of January 25, 2024

### eConsult



PCPs with OTN access	847
Specialists Registered	138
Total Number of eConsults Sent	47,255
Number of eConsults sent/1000 people	11.48
Median Response	0.9 Days

as of January 25, 2024

### New eReferral Receivers:

- Alzheimer Society - Waterloo Wellington
- Cambridge Memorial Hospital – Cardiorespiratory Unit
- Dr. Alison Salhani – Obstetrics & Gynecology (Kitchener)
- Dr. Andrew Stewart – Obstetrics & Gynecology (Kitchener)
- Dr. Auzair Tak – Obstetrical & Gynecological Care (Waterloo)
- Dr. Carolyn Hutzal – Pediatrics (Kitchener)
- Dr. Chanseok Rhee – Orthopedics (Waterloo)
- Dr. Ian Phillips – General Surgery (Guelph)
- Dr. Matthew Newman – Otolaryngology (Guelph)
- Dr. Praveen Saroey – Pediatrics (Kitchener)
- Freeport EMG (Kitchener)
- Freeport Pain Management Centre (Kitchener)
- Good Health CPS Guelph Cardiac Clinic (Guelph)
- Guelph Family Health Team – Postpartum Mood Disorder Support Program (Guelph)
- Kidwell Pediatrics (Waterloo)
- Kintec Footwear and Orthotics (Waterloo)
- K-W Lipid Optimization Clinic (KW CPS) (Waterloo)
- Integrated Care Team (ICT) for Older Adults (KW4 Region)
- The Community Navigation Team (Waterloo)



### New eConsult Specialists:

- Dr. Collin Terpstra – Clinical Immunology & Allergy
- Dr. Peter Cybulski – Urology

For a full list of receivers and Specialists, please visit: [eReferral Destination Lists](#) and [eConsult Specialists Lists](#)

## RESOURCES

### Interested in eReferral?

Clinics/clinicians can complete our: [eReferral Intake Form](#)

### Interested in eConsult?

Clinicians can complete our: [Intake Form for Specialists](#) or [Intake Form for Primary Care](#)