



eReferral via eFax Project

It's time to Axe the Fax

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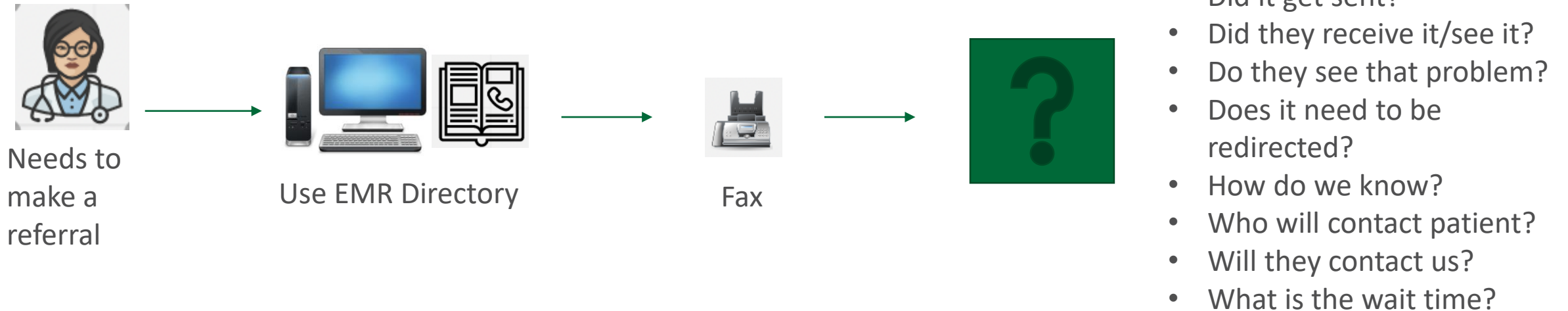
eReferral

eReferral is the secure and seamless transfer of patient information from one point-of-care client management system into another.

Ocean, by CognisantMD, is a secure, web-based eReferral Platform, and is integrated with the most common EMR systems:



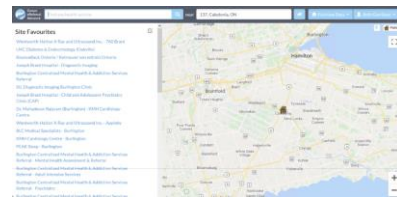
Current State Workflow in Primary Care



Current State eReferral in Primary Care



Find listing on Health Map



YES



Patient gets email notification



Referral Target on Ocean?

NO



No email notification sent to patient



Use EMR Directory



Ontario
eServices
Program

Needs to
make a
referral

The Problem

- ❖ For primary care: Not all specialists/clinics on Ocean so have 2 workflows
- ❖ For specialists: Not enough primary care providers use eReferral so not worth changing

The Solution - eFax:

- ❖ Allows primary care to utilize eReferral for more patients and gain the benefits of it
- ❖ Increased spread of eReferral usage among primary care as a result
- ❖ More specialists sign on for eReferral due to usage by primary care and gain the benefits of it as well

Primary Care Can Lead This Change

Benefits

Improve	Enhance	Address	Provide
<p>Improve patient experience</p> <ul style="list-style-type: none">• Increase email notifications to include also the referrals sent to fax recipients	<p>Improve clinical experience</p> <ul style="list-style-type: none">• Help the migration phase, reduce fragmented processes	<p>Address Fax Performance issues</p> <ul style="list-style-type: none">• 5-20% Fax Failures with no accountability strategy	<p>Provide the system with insight</p> <ul style="list-style-type: none">• New wait times

Scope for Initial Phase



Deployed across 3 Urban OHTS

Burlington
London- Middlesex
North Western Toronto



Target 60,000 referrals over 150 days

Estimated peak of 300 referrals/day
7,000 referrals/month



150 Primary Care Senders

Available to all active Ocean eReferral users across the Province



172 Specialists/Clinic

17 different specialists' services including: General Surgery, Gastroenterology, Orthopedics, OB/GYN, Dermatology

eReferral via eFax (Initial Phase) Milestones Burlington May 30- June 15



Referrals sent via eFax

31



Unique Target Sites

14



Unique Senders

10



71%

Referrals triggered an email notification to patients who otherwise would not have received real-time notification of their referral



41%

Fax failure rate of specialist faxes that initially failed; **100%** of these failed faxes were successfully sent using the software's retry logic

Ocean Demonstration

Eric Tian – Project Manager, eHealth Centre of Excellence



QUESTIONS?



If you are interested in registering to Ocean eReferral,
email eReferral@ehealthce.ca