

eReferral via eFax (Initial Phase)

Axe the Fax

LONDON MIDDLESEX PRIMARY CARE ALLIANCE TOWN HALL

JUNE 14, 2022



Housekeeping

To ensure everyone has a good meeting experience:

- Please stay on mute if you're not speaking
- Use the 'raise hand' feature to ask a question
- Chat available to everyone

Meeting is being recorded; recording and slides available later this week at www.lmprimarycare.ca

London Middlesex Primary Care Alliance (LMPCA)

An inclusive network of primary care providers leading with a unified voice to improve the health of our community

Create a strong and united primary care network to:

- **Lead** system change utilizing quintuple aim values
- **Drive** health equity and continuous quality improvement for the best possible experience and health outcomes
- **Advance** patient-centred equitable care in partnership with those we serve
- **Improve** integration of primary health services with public health and other social and health care partners

Objectives

- ✓ Understand about Ocean eReferral and how it is used within your EMR
- ✓ Learn how the eReferral via eFax is utilized within Ocean
- ✓ See demonstrations of the solution on Telus (PSS) and Accuro EMR.
- ✓ See how to enter in appointment information to enable patient notifications for referral information
- ✓ Find out how to sign up for Ocean eReferral (at no cost)

Also:

- ✓ *Learn about leadership opportunities available for primary care*
- ✓ *Get updates on current OHT-related projects affecting primary care*

This 1-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada. The program is part of a series that has been certified for Mainpro+ credits.

Presenters

Vineet Nair

- Family Physician
- Co-Chair – London Middlesex Primary Care Alliance
- Member of eReferral Working Group

Eric Tian

- Project Manager – eHealth Centre of Excellence
- Member of eReferral Working Group

Disclosure of Financial Support - Vineet Nair

This program has received financial support from Middlesex London OHT in the form of project funding for Clinical Waitlist Management from Ontario Health.

Dr. Vineet Nair is receiving payment via OHT/Clinical Waitlist Management Funding project for participation in this working group

Potential for Conflict(s) of Interest

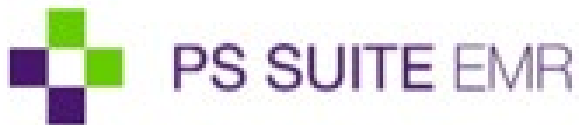
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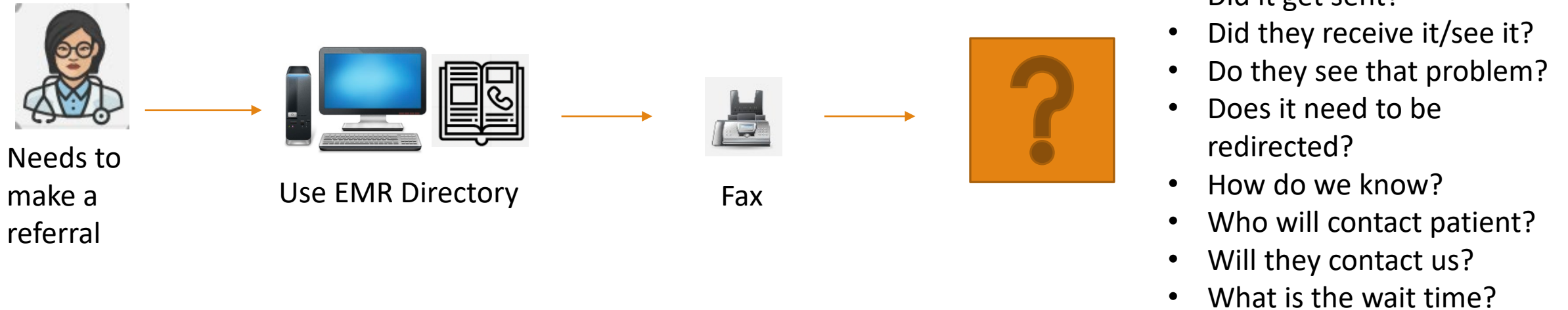
eReferral

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

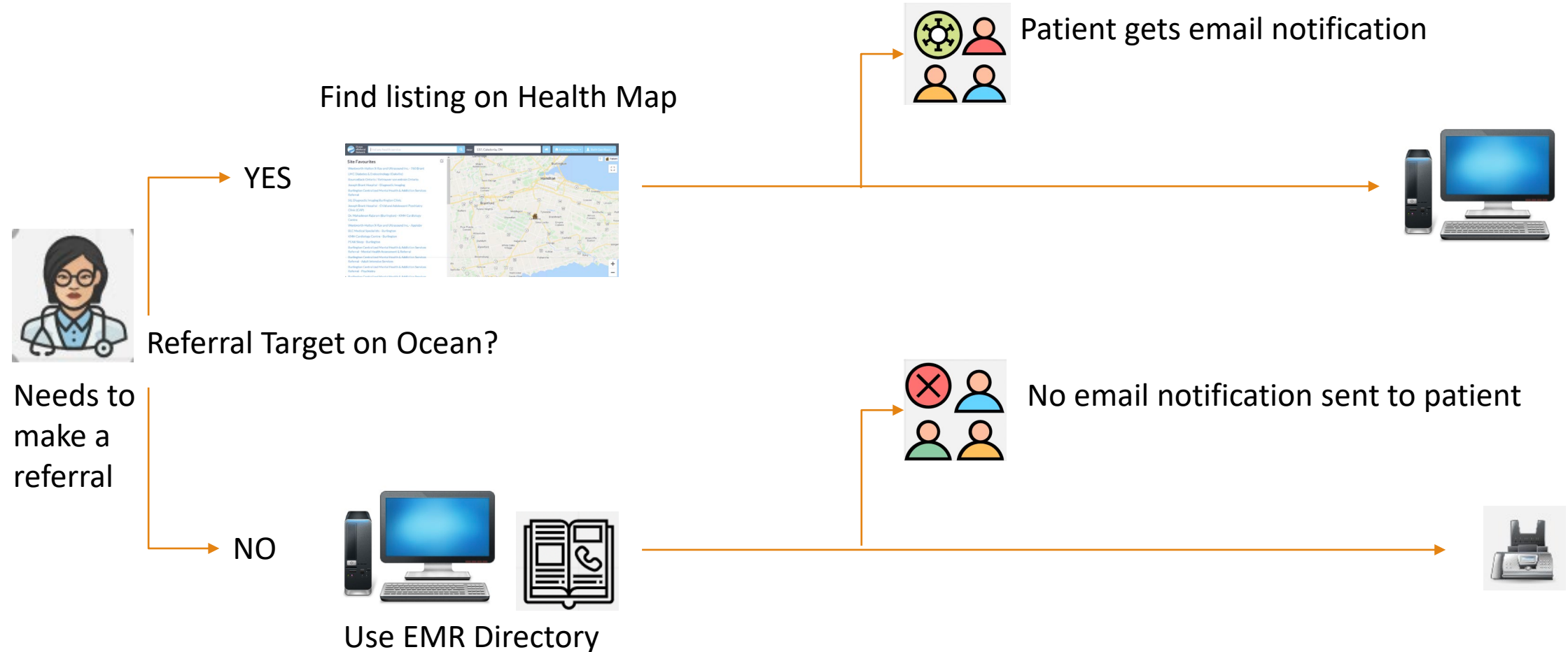
Ocean, by CognisantMD, is a secure, web-based eReferral Platform, and is integrated with the most common EMR systems:



Current State Workflow in Primary Care



Current State eReferral in Primary Care

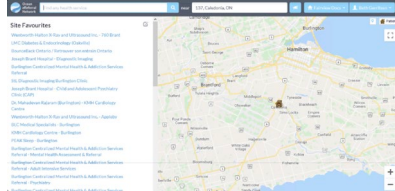


Desired State eReferral in Primary Care



Needs to
make a
referral

Find listing on Health Map



Referral Target on Ocean



Patient gets email notification



eReferrals
tracked and
monitored
on Ocean

How do we get there?

The problem:

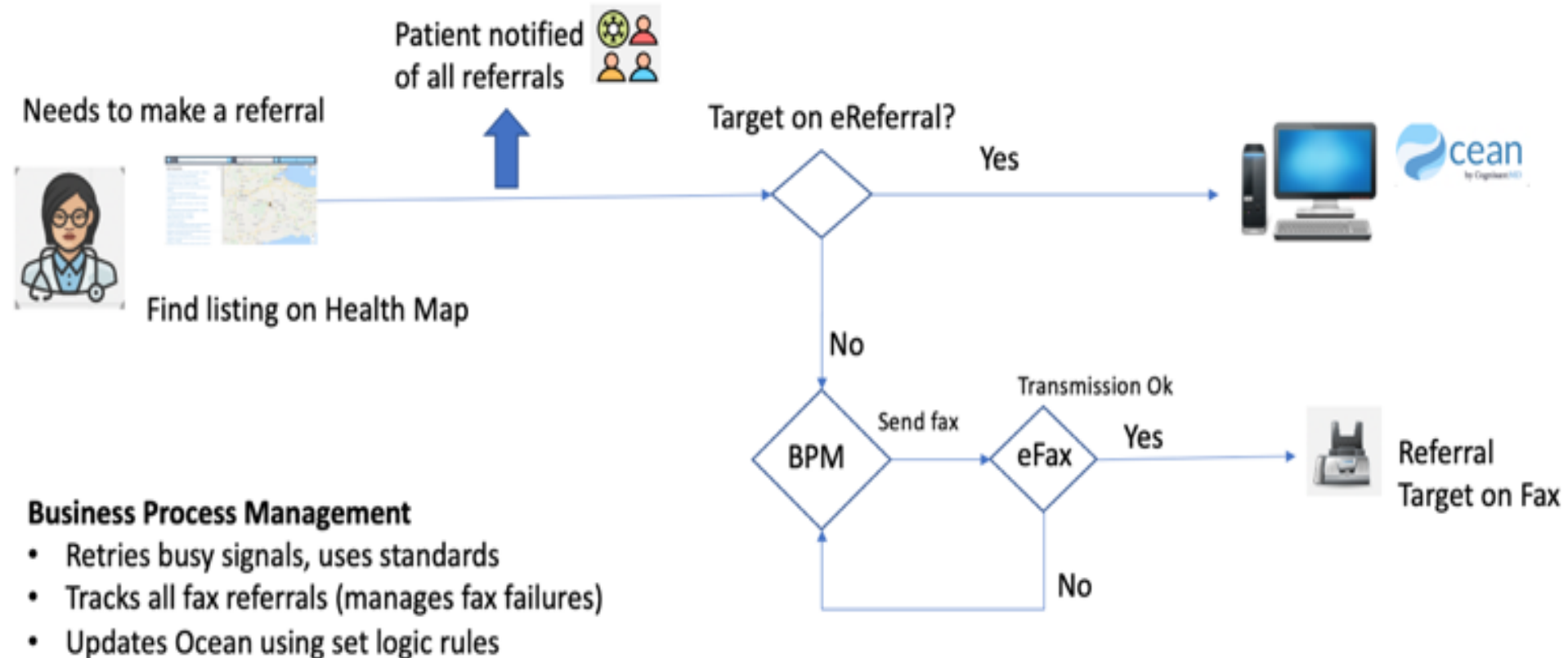
- ❖ For primary care: Not all specialists/clinics on Ocean so have 2 workflows
- ❖ For specialists: Not enough primary care providers use eReferral so not worth changing

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

Proposed New Workflow in Primary Care



Benefits

For the Patient

Improve patient experience

- Increase email notifications on referrals

For Providers

Improve clinical experience

- Help the migration phase, reduce fragmented processes

Axe the Fax

Address Fax Performance issues

- 5-20% Fax Failures with no accountability strategy

Wait Time Insight

Provide the system with insight

- New wait times

Disclosure of Financial Support - Eric Tian

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Eric Tian is receiving payment via OHT/Clinical Waitlist Management Funding project for participation in this working group

Potential for Conflict(s) of Interest

- None

Ocean Demonstration

Eric Tian – Project Manager, eHealth Centre of Excellence



Additional Resources

- a. Two-minute demo videos are available online [eReferral via eFax \(Initial Phase\) - Demo Videos and Resources](#)
- b. All active Specialists are included in the [Middlesex London OHT Region - eReferral via eFax Receiver List](#)
- c. For more information about the eReferral via eFax (Initial Phase), visit www.ehealthce.ca/About-eFax.htm

If you have questions or concerns, or interested in joining eReferral via eFax, or you need additional training on eReferral, please email eReferral@eHealthce.ca.

QUESTIONS?



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



MIDDLESEX
LONDON
Ontario Health Team

OHT Updates

PRACTICAL PROJECTS FOR PRIMARY CARE

Current Projects/Opportunities Underway

- **Self-Management Website**
 - www.selfmanagementprograms.ca
- **Online Appointment Booking**
 - One Time Funding available
 - Learn more and Expression of Interest form available [here](#) (by June 16)
- **Tests of Change Update**
 - Population Health Registry and Shared Care Record work is ongoing
- **Healthcare Navigation**
- **Access to Primary Care**
- <https://mloht.ca/en/our-projects/>

Saegis Shield Cybersecurity Training

- A comprehensive, accredited, online cybersecurity and privacy education program that addresses the unique needs of Canadian health-care teams
- 5 e-learning modules: each takes 10-15 minutes to complete at your own pace
 1. Introduction to Cybersecurity in Healthcare
 2. Safe Cybersecurity Habits
 3. Password Security
 4. A Deep Dive into Phishing
 5. Clinical Cyber Hygiene
- Resource Library will assist healthcare teams in building their cybersecurity and privacy toolkit
- Accredited with the CFPC for 7.5 Mainpro+ credits and with the RCPSC for 7.5 Section 3 credits
- 100 (free) licenses available – email info@lmprimarycare.ca if interested



Leadership Opportunities

- Working Group Opportunities
 - <https://mloht.ca/en/our-projects/>
 - [Survey to Identify your Strengths](#)
- London Middlesex Primary Care Alliance & Executive



Thank you!

If you have questions or concerns, or interested in joining eReferral via eFax, or you need additional training on eReferral, please email eReferral@eHealthce.ca.

If you have other questions around primary care/ primary care leadership opportunities, please email info@Imprimarycare.ca.

