

# eReferrals

## IMPROVING REFERRAL WORKFLOW & ACCESS TO SPECIALISTS



Referral processes in the Canadian healthcare system today are strenuous, poorly managed, non-patient centric, and rely heavily on the use of fax machines.

Think Research leverages the Ocean eReferral Network to drive system-level change by coordinating and guiding appropriate referral management in a single platform. The solution allows primary care providers to access a map-based directory of specialists relative to a patient's location, combined with the ability to utilize standardized, evidence-based referral forms, thereby reducing the level of inappropriate care and referrals.

### THE VALUE OF EREFERRAL

**Connect and coordinate patients, primary care providers, and specialists through a fully integrated solution:**

- Streamlining the process of referrals
- Embedding appropriateness guidelines and standardization of clinical pathways within the referral form
- Facilitates the effective use of "Central Intake" and other group practice models
- Allows for the primary care provider (or administration) to select specialists that are right for the patient directly or via a map-based directory

### KEY FEATURES

- Secure, encrypted, cloud-based platform for sending patient referrals to specialists
- Existing integration with key primary care EMR systems and the flexibility to further integrate with new systems
- Supporting documentation can be attached and exchanged between primary care physicians and specialists
- Pre-populate referral forms with patient and referring physician information
- Documented referral status updates in your EMR and e-mail notifications to patients
- Easily find health professionals with a searchable, map-based directory including estimated wait times
- Patients can confirm their appointment online

To learn how eReferrals can help contact [learn@thinkresearch.com](mailto:learn@thinkresearch.com) or 1.877.302.1861.

82%

Providers found decision tool guidelines useful/very useful

12%

Reduction in unnecessary MRIs

30

Days reduced (on Avg.) for orthopedics



**Ocean**  
eReferral  
Network

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