

Diagnostic Imaging eReferral Demo: Q & A

Does the solution support the use of the tab button to go between fields in the form in order to reduce the use of the mouse to speed up filling these forms?

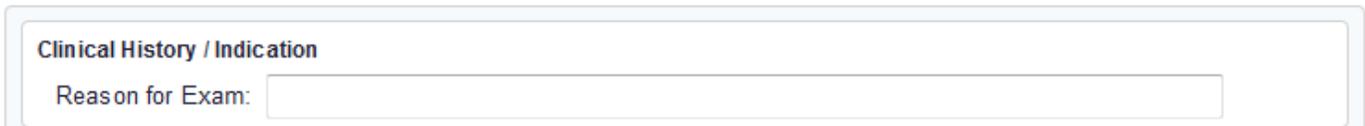
Yes! You can use the “tab” key on your keyboard to easily move between questions on the eform.

Will there be more options for presenting problem? Headache, knee pain and back pain is very limited. Is there an "other option"?

The Decision Support Section is an optional resource, intended to provide imaging guidance for certain presentations – particularly for situations where the counter indicated imaging types are regularly ordered by many referrers. This additional information is intended to help referrers order the imaging that is indicated for specific presenting issues. Currently, it is only available on the form for three issues: Headache, Knee Pain, and Low Back Pain. We expect that others will be added over time.

Is there a place on the form to manually enter a problem?

Yes, you can manually enter a problem in the “Clinical History/Indication” section in the “Reason for Exam field.



In the next section of the form, “Exam Request(s)” a referrer can indicate any presenting problem.

We can still order x-rays for other things beyond those three listed in the decision support section?

You can continue to order images as you have always done. The decision support guidelines are available as an optional resource.



Exam Request(s)

Select all that apply:

- Bone Mineral Density Requisition
- Breast Imaging Requisition
- CT Requisition
- Gastric / Minor Fluoroscopic Procedure Requisition
- General Radiography (X-ray) Requisition

Clinical History / Indication

Reason for Exam:

Select Region(s) of Interest

- Chest
- Abdomen
- Spine
- Head / Neck
- Upper Extremities
- Lower Extremities
- Survey

I have an agreement for e-mail exchanges with my patients. I do not have an agreement for 3rd parties. Am I going to have to get all my patients permission to share their e-mail address with Ocean?

A secondary agreement or consent form is not required; however, the Ocean platform will prompt you to obtain verbal consent to sending prior to sending a referral. Note that verbal consent will be required EACH time a referrer sends a referral for a patient (not just the first time).

How does the solution ensure the referral or referral update is directed to the right person (e.g. secretary)?

Ensuring that referrals and referral updates are directed to the right person for you is part of the process that your SCA eCoach will walk through with you when we set you up on the system. To get in touch with an eCoach today e-mail: eReferral@ehealthce.ca

Are all updates sent with a notification to the referral site, so if there is a clinical change that they are aware of the change?

Referrers receive real-time updates when the status of the referral has changed (accepted, booked, etc.). Ocean includes a messaging function that allows the referring site and the receiving site to update the referral, request or send additional information at any time while the referral is still open (i.e., before the date of an appointment or consult). Each of these actions will also trigger an email notification to be sent to the referring site. Note that the attachment will still need to be created and exported from the EMR first.

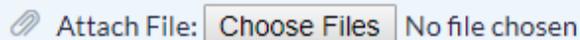
Does the patient receive a summary of the referral via email (if consent has been received?)

The patient receives a notification that lets them know that a referral was sent, where it was sent and who sent it on their behalf. Including a full copy of the referral is not part of our current functionality, but will be brought back to the development team for consideration. Optionally, at the time of referral, a referrer can print out a copy of the referral summary to give to the patient.

Can I attach a report in my EMR to the DI referral?? (IE community CXR triggering a CT scan for the hospital)

Yes you can! Look for the paperclip icon at the bottom of the form to attach a file to the referral. Note that the attachment will still need to be created and exported from the EMR first.

In PSS, this can be done by “green barring” the desired report and using the “Attach” button on the Ocean toolbar. This will generate a temporary pdf saved to the desktop, where it can be chosen and attached to the DI eReferral. The pdf will auto-delete after 15 minutes to prevent PHI from being left on the provider’s desktop.



Attach File: No file chosen

How do we know when an update to the referral comes in? Is there a message sent to our message system in PS?

Updates are automatically embedded in the referral note in the patient chart. You can configure email notifications to alert your clinic when a change has been made.

When an eReferral is sent from PSS there is a one time PS internal message that is generated, flagging the eReferral as sent and to follow up in a certain number of days. Besides this initial message, no other internal PS messages are generated. Instead email notifications are relied on for instantaneous updates regarding the referral.

Note: During set up, the PSS user group who this message is directed to, as well as the time delay for when it appears in their inbox, can be customized. For example, by default it is sent to the secretary group, post-dated 7 days.

Will the patient receive a notification, even if I didn't click "notify patient via e-mail" in the initial eReferral?

No, patients will only receive notification updates if they have provided an e-mail address and consented to receive updates.

Does the ocean eReferral note in the chart stay at the bottom of the chart (like a special note) until it is complete (i.e., the patient confirms) or does it stay in the chart in chronological order?

The notes stay in the chart in chronological order. The Ocean eReferral note will, by default, be added into the chart notes on the date it was generated. This allows for more than one Ocean eReferral to be active for a patient at a time, on the date they were sent. PSS users could right-click on the date of the Ocean eReferral form and select "Make Into Special Note" if they wish to save it at the bottom of the patient chart.

In the Ocean Health map, what is the difference between sites with green arrows and sites with grey arrows?

A green arrow beside a listing indicates that it is live and accepting eReferrals. In some cases live listings are still in the test phase, which means they are accepting live referrals only on a test-basis. In this case they are marked as "DEMO LISTING".

A grey check mark beside a listing indicates that this site is not yet receiving live eReferrals.

(DEMO LISTING) Galt Hospital Imaging	6-10 Days	22 km	➔
Guelph Medical Imaging (GMI) - Dawson Road		23 km	➔
Guelph Medical Imaging (GMI) - Wyndham Street		25 km	➔
(DEMO LISTING) Guelph General Hospital - Diagnostic Imaging		25 km	➔
Hagey Blvd X-Ray & Ultrasound		0.47 km	☑
True North Imaging		0.47 km	☑

From the imaging department's perspective, Is Ocean integrated with the PACs system or Hospital Information System?

At present, Ocean is used by imaging departments via the Ocean web portal. The next phases of the DI eReferral project will explore integrations such as hospital information systems (booking systems), PACs and radiology information systems to make the experience even more seamless for the Imaging Departments.

Will custom forms for PSS be sent out to participants or do we need to reach out to you?

As new services are being added regularly, we recommend that referrers use the Ocean Health Map by clicking the "Refer" button on the Ocean toolbar in PSS. This will let you use the Ocean search interface to find the closest service to a patient, see which service has the shortest wait time, or to discover eReferral-enabled services as soon as they are available. This means that you never have to install new forms, or replace outdated forms. You can also



make a list of “Favourites” in Ocean – services you refer to regularly – to quickly pull up the most up-to-date form (in fewer clicks than it would take to open a form stored in your Custom Form Library).

Sending eReferral from within your EMR

If you are a clinic that is already sending eReferrals and you are most comfortable using PSS custom forms, please go to this link: <http://bit.ly/DieReferral> to access the zip folder, which contains the updated forms.

If you are not yet set up to send eReferrals from within your EMR but you would like to, you will need to be set up with a onetime download of an Ocean eReferral custom form and Ocean toolbar that are required to send eReferrals from PSS. **Please contact the SCA to get this set up**

Who puts the Ocean tool bar on our computers?

The System Coordinated Access Program has a team of eCoaches who will work with referrers to set up Ocean to meet their needs, and provide training and ongoing support. Whether you are a referral sender who would like the Ocean toolbar set up on your computer, or a receiving site interested in getting an Ocean listing set up, we can help.

Please contact: eReferral@ehealthce.ca

Or 519-885-0606 extension: 1040

Is there any capacity to find out the earliest available appointment for a certain imaging in Guelph, when location is not important?

Yes, wait times for various services can be displayed on the Ocean Health Map. Today, these are manually entered, but the team is working to develop new functionality which will automatically calculate and display wait times to help referrers make more informed decisions about the next available service.

Can we still fax until everything gets going?

Certainly. We anticipate that there will be a period of time before eReferral technology is adopted by all providers in the region. All DI departments in the region will continue to accept faxes as usual, with the major difference being that now all DI departments are using standard forms. To download the standard paper forms, please visit systemcoordinatedaccess.ca/DI