

# RMH Emergency Department to Specialist Communication Project

## Grass-roots project

Local GP and Division Chair brought forward challenges and gaps in communication when their patients are referred to a specialist from our local ED



## MOA Communication

How can we support community MOAs in both the SP & GP offices to make this process easier? What level of access can we give MOAs to access the information needed for referrals?



## Departmental Engagement

12 RMH Departments are represented in this working group, plus the local Division and 4 Health Authority Representatives



## Creation of Departure Package

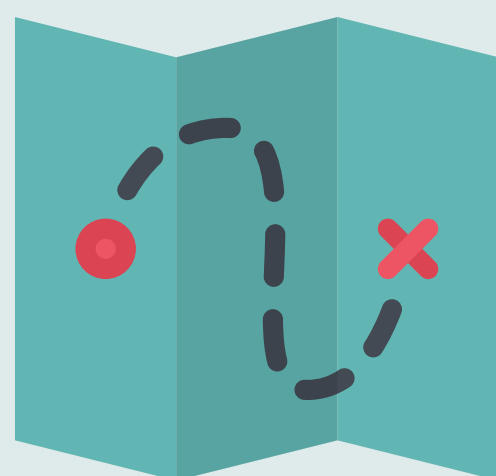
Departure Package contains information pertaining to patient referral such as lab & imaging results

*Document is typed, ensuring accuracy, and may help to alleviate # of faxes to RMH Health Records to get test results*



## Outpatient Referral Map

RMH Unit Clerks contacted every MOA in the community to map the current referral process and determine where the gaps and challenges are



## Learnings from Referral Map

Key learnings include inability for community offices to access lab results, struggling to read referring physician name, no method to ensure faxes are received, & physician access to Excelleris would be ideal



## Next Steps

- Creation and implementation of Patient Departure Package to be faxed to specialist
- Create a process to track referrals to Specialists from the Emergency Department
- Learn more about MOA access to information to support ease of process
- Test dictating the referral into Meditech and "cc"ing the GP
- Next working group meeting Spring 2021

