

WRSS GP Specialist Referral Process Project

Project Impact

The Pathways Referral Tracker (PRT) is an **electronic referral status and patient notification system**. It allows the status of a patient's referral to be tracked by both the GP and specialist office, from the moment the referral is sent, to after the patient is seen by the specialist. The system allows patients to confirm their appointments and sends patients pre-visit information and appointment reminders by text or email.

The Pathways Referral Tracker was developed by the WRSS GP Specialist Referral Process Project team in partnership with Pathways BC and it is making an impact on the referral process across the province.

For the medical community, this project is addressing long-standing referral issues that many communities have struggled with.

Benefits:

- ✓ greater office efficiency overall
- ✓ reduced costs associated to referrals (reduced no shows & fees for an alternative notification systems)
- ✓ improved patient experience
- ✓ more patient accountability
- ✓ quicker and more effective communication
- ✓ everyone on the same page
- ✓ reduced calls between providers
- ✓ easier re-scheduling and re-booking
- ✓ reduced "shot gun" referrals
- ✓ quicker receipt and acknowledgement of referrals received

Here is what our community is saying about PRT:

*"Pathways [referral tracker] has opened up the possibility of seamless, real-time communication with referring offices and patients, bypassing the inefficiencies of faxes and "phone tag." - **Dr. Kerstin Gustafson, Specialist, OBGYN***

*"I like that the referring doctor and the patient is notified at the same time as soon as the appointment is booked." - **Specialist office MOA***

*"Our team is extremely pleased with the system and the speed at which referrals are tracked and updated. We no longer require follow up messages or redundant faxes between offices. Once this program launches to all of Surrey and then the rest of the province, it will save everyone time on all sides." - **GP clinic manager***