

## WRSS GP Specialist Referral Process Project

### **Benefits of using the Pathways Referral Tracker (PRT)**

The Pathways Referral Tracker 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.

#### **Benefits of PRT include:**

- improved office efficiency
- increased communication between GP and specialist offices
- better patient care

#### **PRT improves the referral process by:**

- reducing no shows
- reducing calls between GP and specialist offices
- reducing calls between clinic staff and patients
- making re-booking easy
- speeding up communication between GP and specialist offices
- reducing workloads when calling patients
- improving completeness of referrals through education

PRT was developed as a result of the White Rock-South Surrey (WRSS) GP Specialist Referral Process Project and helps specialists meet the newly revised [BC College of Physicians & Surgeons Guidelines](#), which state:

***“The consulting physician is best suited to communicate the appointment date and time to both the referring physician and the patient.”***