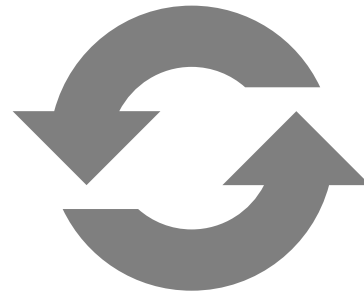


WRSS GP SP Referral Process Project



SET UP

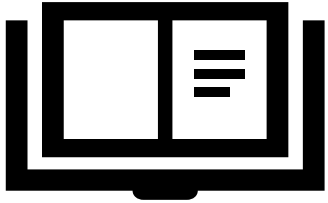


WORKFLOW



TRAINING

Improving the Referral Process
PRT Implementation Guide



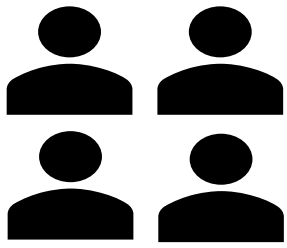
IMPLEMENTATION GUIDE

Key Elements of the Guide

1. Project team
2. Getting set up to use PRT – GP
3. Getting set up to use PRT – SP
4. Preparing to Use PRT
5. Training
6. Sample process for gathering consent for electronic notification
7. Referral process with PRT

Our Message to you

“Thank you for all the time and effort you have invested in making this successful!”



YOUR WRSS PROJECT TEAM

Cary Sheppard



Division Project Manager
csheppard@wrssdivision.ca
604-531-1888

Marley Burnie



WRSS Pathways Admin
mburnie@pathwaysbc.ca

Michelle Briere

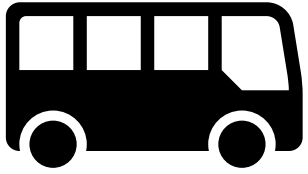


Pathways BC
Project Manager
mbriere@pathwaysbc.ca
778-389-5376

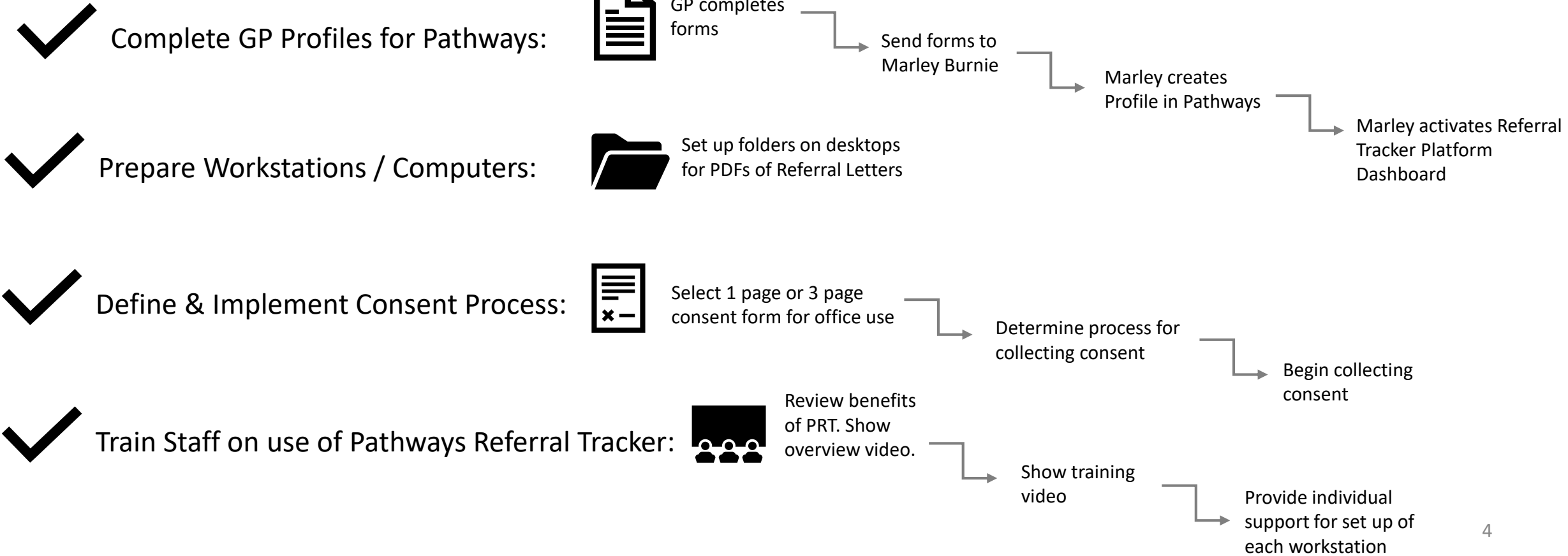
Robert Chang

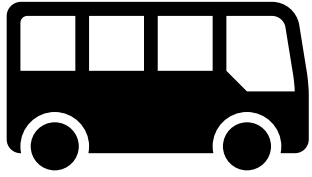


Pathway Technical Manager
rchang@pathwaysbc.ca



GETTING SET UP TO USE PRT - GPs





GETTING SET UP TO USE PRT - SPs



Update SP Profile on Pathways:



Ensure contact and location info is current



Prepare Workstations / Computers:



Set up a second computer screen so you can have PRT open beside your EMR screen



Review Consent Process:



Consent is obtained by GP and only covers electronic communication for PRT



Revise your internal office process for patients who do not consent to electronic communication.



Train Staff on use of Pathways Referral Tracker:



Review benefits of PRT. Show overview video.



Show training video



Provide individual support for set up of each workstation



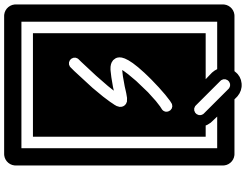
PREPARING TO USE PRT

GP CHECKLIST

1. Establish and implement consent process
2. Prepare your workstations:
 - create a file on your desktop or separate drive to store files for uploading into PRT
 - have two screens for ease of use when flipping between PRT and EMR
3. Redesign your referral workflow to incorporate PRT
 - document what you do now for processing referrals
 - use the process map for PRT to integrate your workflows
4. Train your staff on how to use PRT

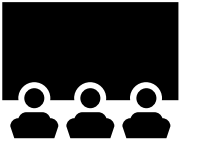
SP CHECKLIST

1. Ask your Pathways administrator to:
 - add patient instructions to your Pathways Profile
 - move patient confirmation information from patient instruction field to confirmation field
2. Redesign your referral workflow to incorporate PRT
 - document what you do now for processing referrals
 - use the process map for PRT to integrate your workflows
3. Train your staff on how to use PRT

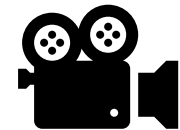


TRAINING

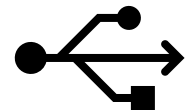
Suggestion #1: Provide your teams with an overview of the benefits of the Referral Tracker, using the one page benefits sheet or show the overview video https://youtu.be/59S2MU_AqTA

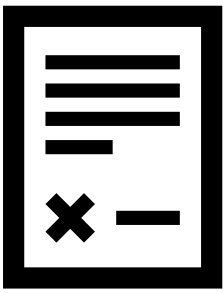


Suggestion #2: Show the training video <https://youtu.be/0QodUzbXOI8>



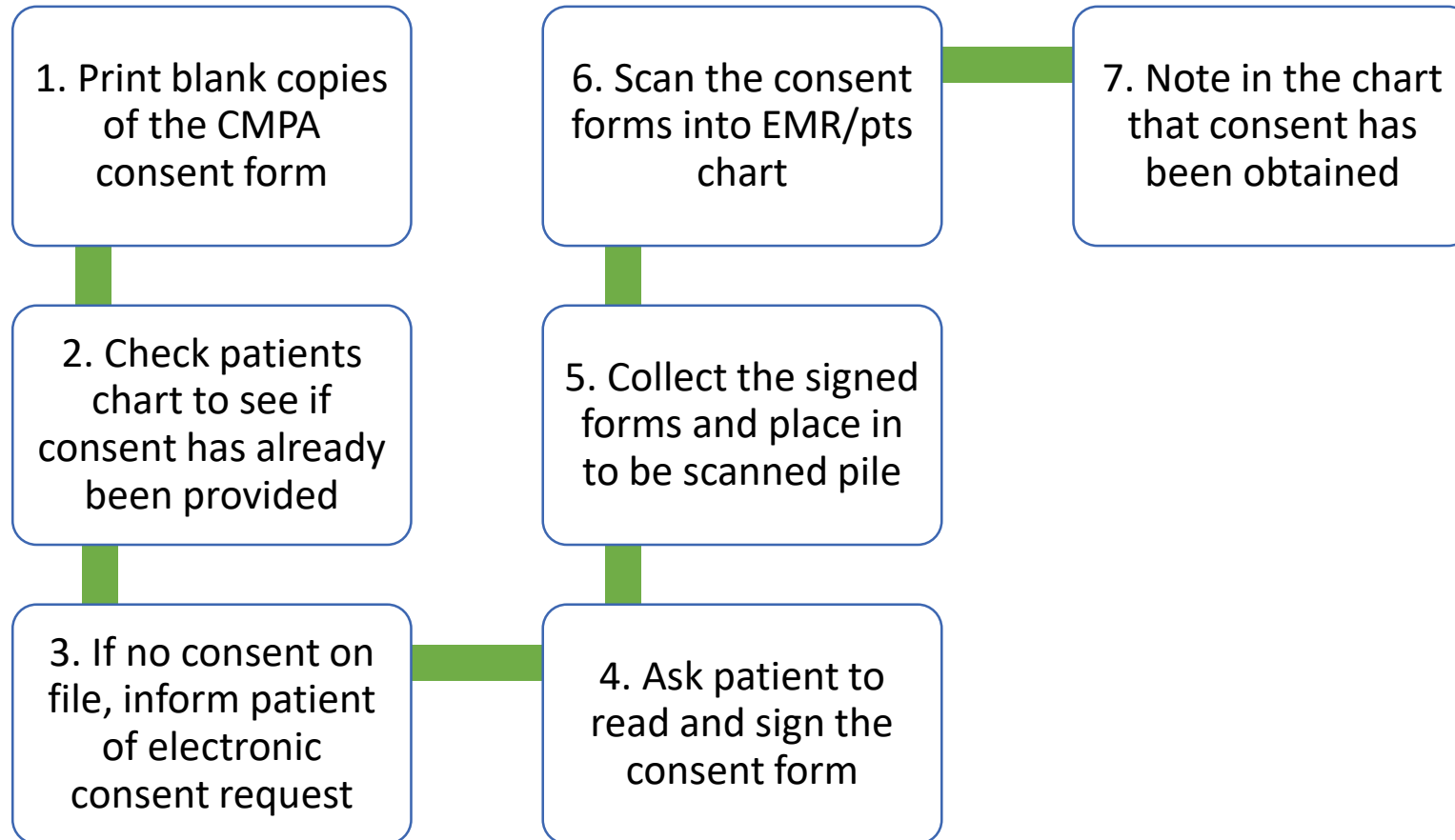
Suggestion #3: Use the Referral Process with PRT sheet to walk through the steps in the process

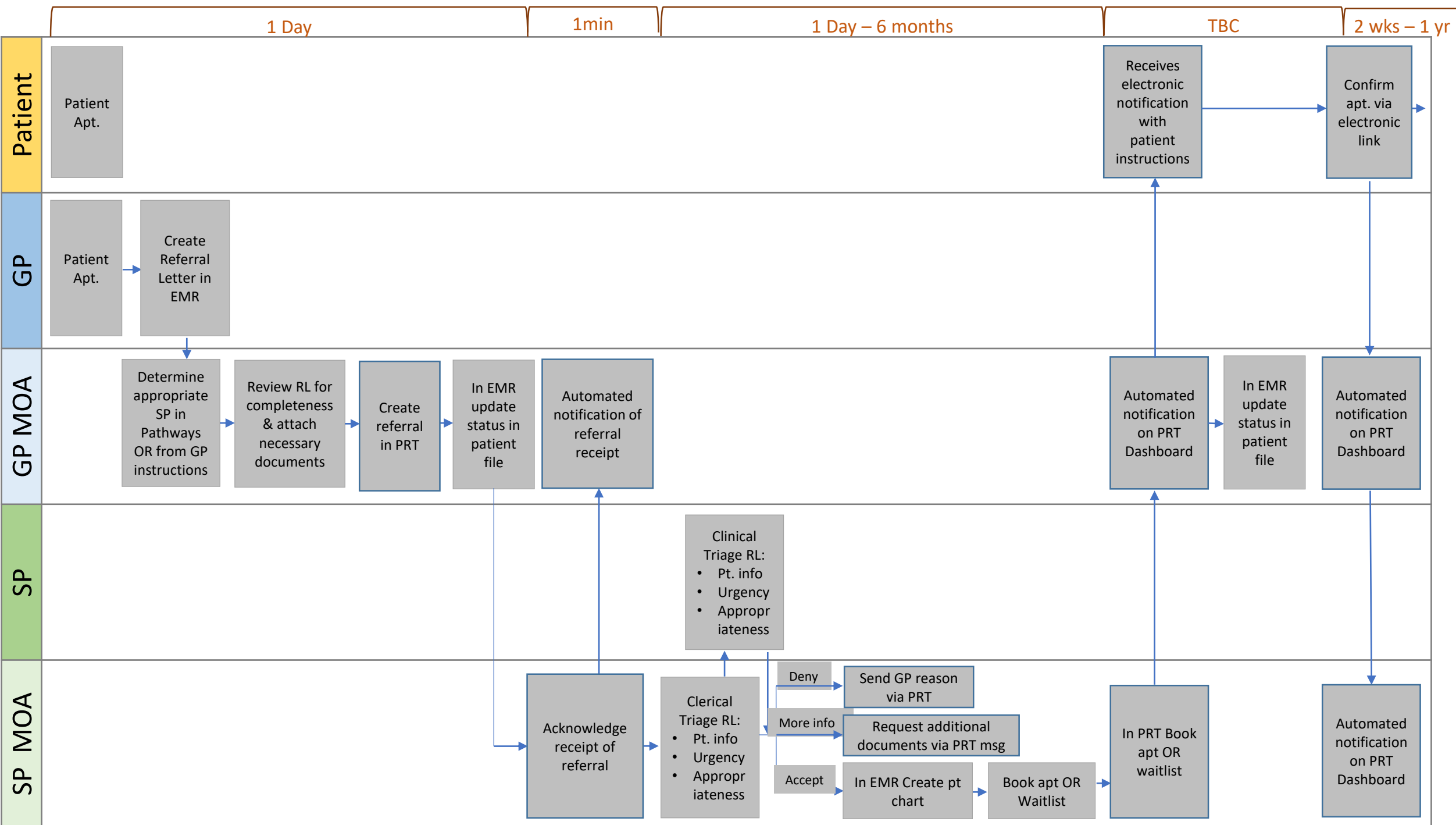




GATHERING CONSENT FOR ELECTRONIC NOTIFICATION

Sample workflow process:





2 wks – 1 yr 1 Week 1 Day – 2 mths 1 – 2 Days

