

Pathways Referral Tracker

NEW
SEND &
TRACK

Pathways and the White Rock South Surrey Division of Family Practice are excited to announce the successful completion of the pilot phase of implementing the Pathways Referral Tracker. While Pathways has always been used as a tool to inform decisions about patient referrals, the addition of this new platform within Pathways will now allow physicians and their staff to send and track referrals as well!

Features include:

- > A collaborative dashboard where both GPs and specialists can see patient referral status (i.e. sent, received, patient wait-listed or booked). The dashboard will be accessible through your Pathways account without requiring a separate login, though each individual user will need their own account (as opposed to using group accounts in the past).
- > The ability to use your existing workflow to send a referral letter and accompanying documentation to the specialist clinic
- > Secure messaging between GP and specialist offices through the dashboard
- > Automated electronic patient notifications sent by email or text, which include patient instruction sets

Benefits to Physicians include:

- > GP offices know exactly when a specialist has accepted, wait-listed, or booked a patient.
- > GPs no longer feel pressured to make multiple referrals for a single patient.
- > Electronic patient notifications significantly reduce MOA workload and improve communication with patients.
- > Reduction in no-shows because appointment reminders are sent to patient 48 hours and 1 week before the appointment
- > Each step of the referral is easily viewable in real time within the referral tracker dashboard with a provided audit trail.
- > Communications between GP and specialist offices are streamlined significantly, improving collegiality.



Following implementation of the Referral Tracker to the rest of White Rock/South Surrey, we plan to start expansion to additional communities in 2019. Please see this [short video](#) for a brief introduction to the Referral Tracker. Stay tuned for further information!

PATHWAYS USAGE



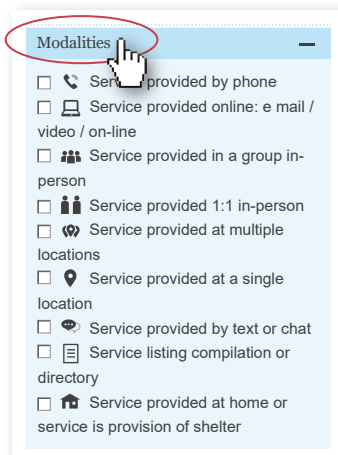
- > We have over **95%** of Division members in the province who now have access to Pathways.
- > We have over **4600** specialists and over **1100** clinics currently listed on Pathways.
- > We have over **2200** resources listed on Pathways.

BACK ISSUES

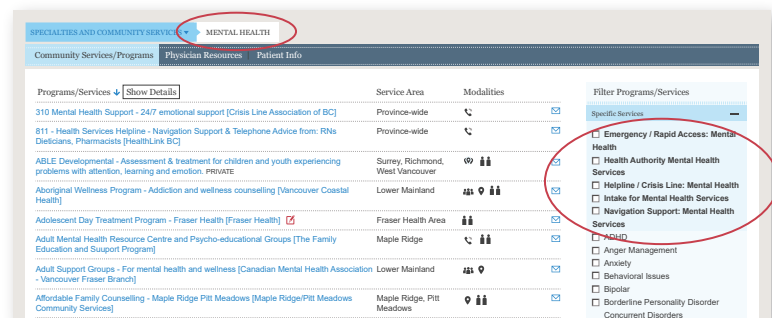
Back issues of *Getting the Most from Pathways* can be accessed [here](#).

Community Services

The Community Services section of Pathways has been enhanced, now including a filter for 'modalities', which gives information about how patients can utilize community services (i.e. group settings, texting, phone, etc). For instance, if a patient is housebound, you can look up a service that will come to them!



You'll also find 'wayfinders' at the top of each filter list. These bolded items help group listings by common ways of navigating services for that category. For example, finding a list of intakes for mental health services.



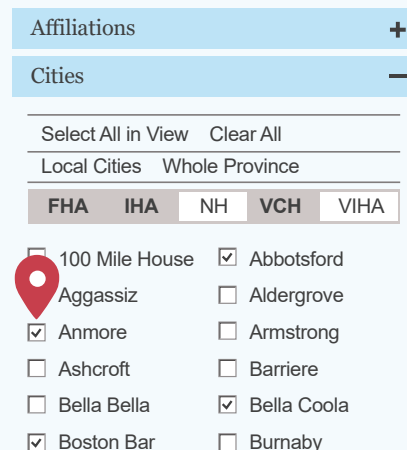
You can find a Pathways training video with more details on how to navigate Community Services [here](#).



NEW!

Location Filter

You may have noticed that the location filter has changed to include the ability to search by health authority. Selecting a health authority will give you the option to include cities from that region in your search. Just remember to select the cities you want (or hit 'Select all in view') to add those cities to the result list. You can also choose 'Whole Province' to see all clinics/specialists in Pathways for that specialty area.



Pathways Usage

Pathways usage continues to increase over time, with over 1.8 million page views in the last 12 months!

