North Shore
Division of Family Practice
A GPSC initiative

Pathways Referral Tracker – North Shore Rollout

What is it?

While Pathways has always been used as a tool to inform decisions about patient referrals, the addition of the Referral Tracker to Pathways will now allow physicians and their staff to send and track referrals as well! It's a collaborative dashboard (accessible through your existing Pathways account) where both FPs and SPs can track patient referral status (i.e. sent, received, patient wait listed or booked).

What can Referral Tracker do for you:

- It provides a free no-cost patient e-notification system and two automatic e-reminders, which will lead to a decrease in no shows, down to an average of 2% or lower!
- You can expect a decrease in stressful time spent on the phone with patients
- Referrals are acknowledged with the click of a button, so you can expect a decrease in clinics calling about the status of their referrals
- The Referral Tracker provides electronic communication to your patients for free
- It is an easy to use system that works alongside your EMR.

Benefits to physicians

- FP offices know exactly when a SP has accepted, waitlisted, or booked a patient. Each step of the referral is easily viewable in real time within the referral tracker dashboard and an audit trail is provided.
- Electronic patient notifications significantly reduce MOA workload and improve communication with patients.
- FPs no longer feel pressured to make multiple referrals for a single patient.
- Communications between FP and SP offices are streamlined significantly, improving collegiality.

Benefits to patients

- Patients actually know where they are in the referral process without needing to call the FP or SP office to find out.
- Patients receive electronic notifications that contain a link to confirm the appointment and also pertinent instructions.
- Notifications are sent to patients upon being waitlisted and once their appointment is booked.
- Reminders of the appointment are sent 1 week and 48 hours before their appointment

Set Up is Easy

Have your MOA contact the Project Coordinator (below) to get setup on the Referral Tracker by providing their full name and email. Book a one-hour virtual training session (at your availability), and then your MOA is ready to send and track your referrals, electronically!

Interested? Contact:

Marilu Encinas mencinas@divisionsbc.ca **C: 778 980 5008**
North Shore Division RT Project Coordinator