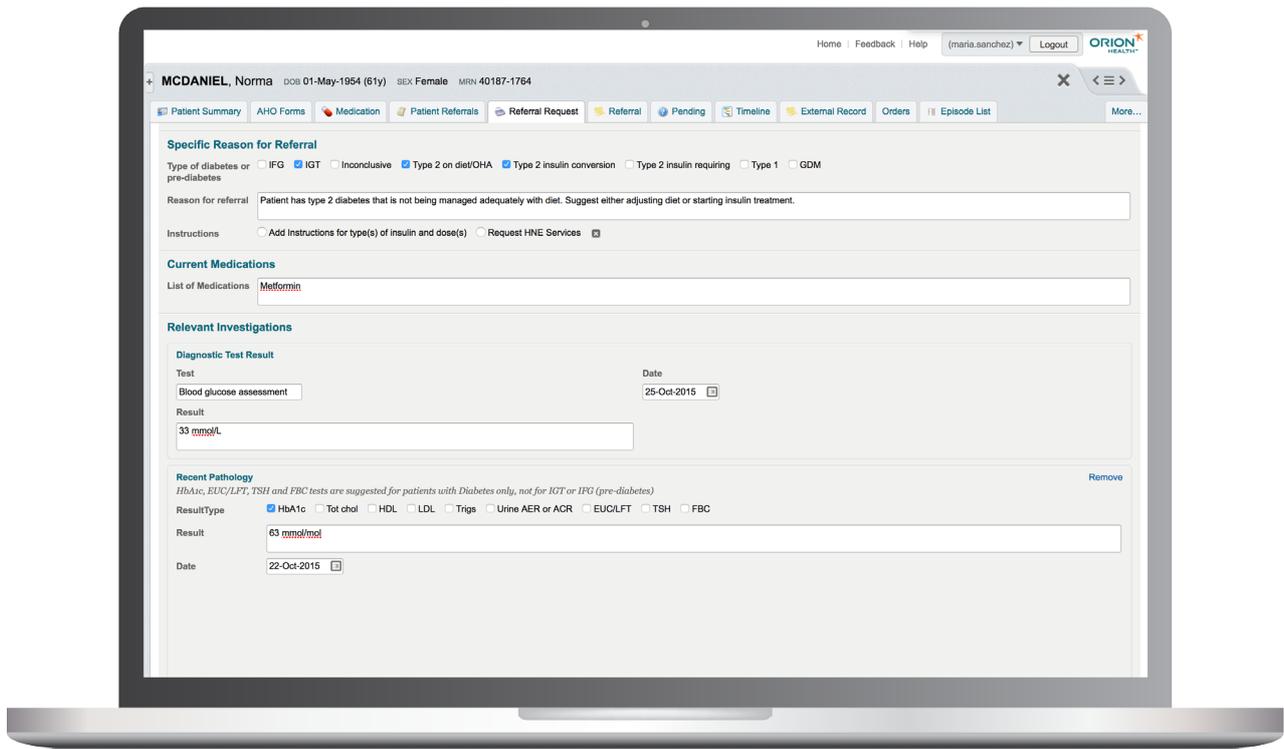★ Orion Health

Clinical Referrals

An end-to-end electronic referral solution that creates a living document for safe and rapid clinical transitions.

Clinical Referrals supports healthcare providers through a trusted electronic referral solution for use both within the hospital and across the whole community. This solution replaces existing paper-based referral systems, while building on any existing electronic referral processes, to create living documents for safe and rapid clinical transitions. By integrating information across the whole health system, standardising referral templates, and simplifying workflows, the healthcare provider can immediately view relevant referral information, reduce duplication and errors, and better plan the allocation of healthcare services.

Healthcare providers are facing new challenges on how to enable the safe and timely transition of patients and patient information. Paper-based referral systems lack visibility and traceability, whilst disconnected hospital and primary care EMRs fail to collaborate or provide a closed loop for patient transitions. As a result, patients can miss out on receiving the appropriate treatment at the right time. Considerable administrative effort is spent to achieve visibility over the referral process, and referral patterns, within and across organisations.

Benefits of Clinical Referrals

Know the status of referrals

Clinical referrals provides the ability to instantly see and update each individual patients referral. It is fully integrated into the Orion Health clinical record. This can provide measurable improvement in organisational efficiency.

Improve the efficiency of the system

Improve the speed and accuracy of the referral process by eliminating paper- based referrals and implementing electronic versions. This can improve the efficiency of the entire IT system by improving the speed that referrals are processed and in turn reducing waiting time for patients to be seen.

Easy to use configurable form templates

Easily configurable forms and standard workflows increase accuracy, reduce omissions and decrease transcription errors. This enables improvement in the quality of the referral process.

Trace and audit referrals

Clinical Referrals can support multiple referral models while providing flexible workflow. It can be combined with an organisations existing EMR infrastructure. This provides the ability for referrals to be traceable and auditable at an individual patient or population level.

Improve the quality of referrals and contain costs

Clinical Referrals is an initiator of end to end clinical work flow and pathways. It can have a phased implementation, which means the referral process can quickly be installed and used. This can immediately start to reduce duplication, eliminate manual processes and provide standardisation. Improving the quality of the referral process, in turn can provide long term cost benefits.

Key Features

Create referrals from your Orion Health clinical desktop

Clinical Referrals can be created by the user using the Request for Service screen. The screen allows the user to select the specific referral service as well as the type of referral.

Receive message-based referrals from external EMR systems

Message-based clinical referrals can be received from external EMR systems, bridging the gap between primary and secondary care.

Build smart and flexible organisational specific referral forms

Easily customisable forms can be created using the web based forms designer. These forms include the ability to add calculated, text, and conditional fields. Additional supporting documents (including PDFs) containing further details or other relevant clinical information, can also be attached.

Track the referral status inside Clinical Portal

Clinical Referrals can be viewed live within Clinical Portal, and all processed referrals are stored for future retrieval and viewing.

Flexible referral management

Clinical Referrals enables the creation of workflows that reflect the providers' own business requirements. Workflows are flexible, accommodating different administrative and clinical roles, and allow users to take action according to their role. The user can manage referrals by adding notations, requesting further information, or providing a full triage service. They can check and prioritise patient referrals, which are then displayed ready for appointment scheduling.

Future-proof your journey from Population Health to Precision Medicine.
Every step you take towards delivering personalised healthcare is valuable. Our end-to-end solution, built on our Amadeus platform, with inclusive real-time analytics, clinical, patient engagement and enterprise applications, will future-proof your journey.

Find out more at orionhealth.com/global/products/coordinate

ORION
HEALTH
THINKING SOFTWARE FOR LIFE