Children's Hospital of Orange County (CHOC) receives many referrals to specialty care each month. These referrals initiate from within their own primary care division and from the community at large. In 2018, CHOC selected Eceptionist to implement a referral portal that would facilitate a closed-loop referral process for community providers to electronically submit or fax referrals to CHOC specialty care divisions. However, once CHOC realized the breadth of data and tracking that could be realized through the project, the scope immediately expanded to include referrals from CHOC's internal divisions as well. CHOC and Eceptionist embarked on an ambitious solution that required extensive integration with existing systems to minimize the burden on internal staff. Besides fax integration for accepting referrals, the Eceptionist platform was integrated with CHOC's EHR, in some cases bi-directionally, leveraging HL7 messages (ADT, ORM and SIU) and APIs to communicate in real time.

The resulting portal launched in December 2018 and is one that serves CHOC's staff of 100+ referral coordinators to manage and triage referrals to more than 30 specialty divisions. Use of the platform has shed light on opportunities to improve efficiencies and prevent leakage. The underlying integration provides clinicians with access to real-time referral data at the point of care.

CHOC is a pediatric healthcare system based in Orange County, California. CHOC's growing community includes two state-of-the-art hospitals in Orange County and Mission Viejo and a regional network of primary and specialty care clinics serving children and families in four counties.

Eceptionist ReferralCX

Transitions of care will be seamless and efficient with Eceptionist ReferralCX. A powerful workflow engine with the ability to insert clinical guidelines and intelligence into the referral process to ensure referrals are prioritized correctly and routed to the appropriate specialty with the right information.

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