STATE OF HEALTHCARE TODAY
Referrals play an integral part in the workflows of healthcare today yet the process continues to be inefficient. Often, referrals between parties in the healthcare system are hand carried by patients because the facilities don’t interoperates and/or support electronic referrals. Currently, referring a patient to the most appropriate facility or specialist is done with little to no knowledge of availability or patient preference.

IMPROVED REFERRAL PROCESSES
Educated referrals are now possible. Eceptionist’s Triage and E-Referral Manager is a cutting edge tool that organizations can use across multiple enterprises to optimize and efficiently triage and manage patients. Triage and E-Referral Manager can easily be implemented to support the referral and request of services into, within and out of facilities thereby getting patients to the right resources quicker. Eceptionist’s Triage and E-Referral Manager is used by organizations for many purposes including specialty referrals, second opinion, resource matching and discharge planning. The e-referral process is easy and administratively streamlined for individual clinicians and healthcare organizations on both the requesting and receiving ends of all types of referrals. The online platform can be configured specifically for referral protocols and care pathways prescribed by healthcare organizations. Associating pathways with communication and triggers removes guesswork from the referral process and ensures compliance with appropriate forms, guidelines and procedures.

STREAMLINED INFORMATION TRANSFER
Effective referrals generally require the sharing of patient medical records. Eceptionist’s Triage and E-Referral Manager facilitates the transmission of electronic medical information in conjunction with the referral documentation. E-Referrals are automated, simplified and distributed to all available resources and specialists capable of receiving the request given the patient’s circumstances. The solution is completely Internet-based and referrals can be accessed every hour of every day. Triage and E-Referral Manager supports multiple facilities, services, time zones and languages.
IMPROVED PATIENT CARE

Healthcare agencies constantly strive to provide the most effective care for their patients - both directly and indirectly through referrals to specialists and other resources. Triage and E-Referral Manager eases the patient’s journey through the healthcare maze. Triage and E-Referral Manager can be configured to support direct referrals (i.e., referral from physician A to service provider B), pool referrals (i.e., referral from physician A to a group of service providers) or both giving service providers the ability to accept or not accept patients based on their suitability and availability. All involved service providers with appropriate access and permission can view the complete patient and referral record at any point in the process to evaluate and provide feedback. Triage and E-Referral Manager works seamlessly with Eceptionist’s Enterprise Schedule Manager, Wait List Manager and Telehealth Manager modules enabling Eceptionist users to easily book patients for future appointments, schedule patient cases to discussed in an MDT meetings, assign patients to care plans or assign patients to wait lists. Patients can instantly be prioritized based on the severity of their condition.

DELIVERING RESULTS

Healthcare organizations improve their efficiency and their level of care with Triage and E-Referral Manager. Patient services are naturally spread out across an organization’s full reach, utilizing professionals and equipment effectively and reducing wait times. Communication across disciplines is eased, and repetitive and unnecessary tests are prevented.