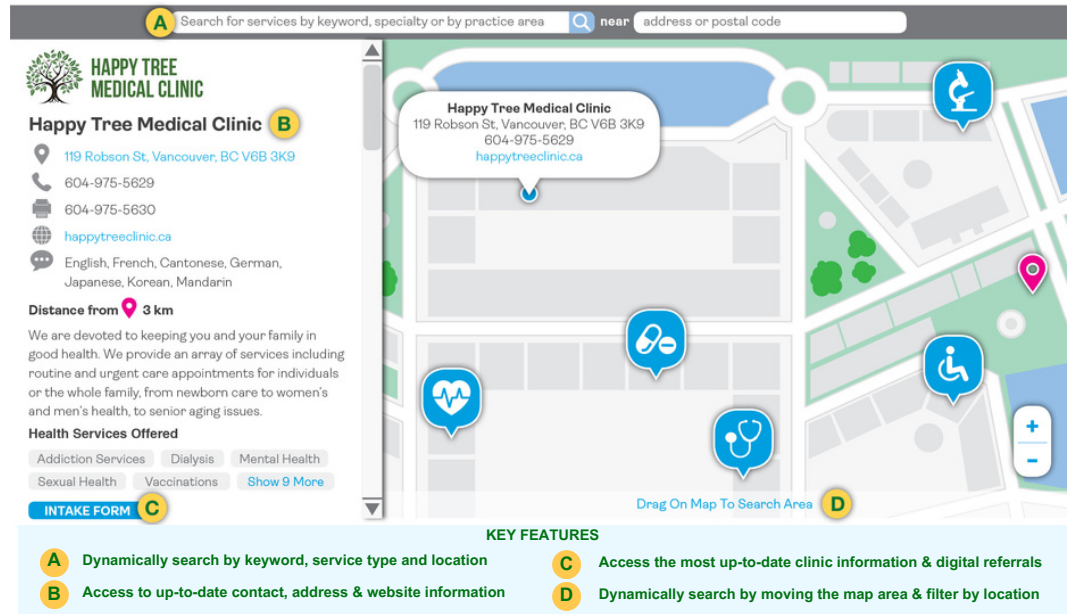


Digital Referrals & Orders Program (DRO)

The Digital Referrals & Orders (DRO) Program will be used to facilitate electronic referrals, consultations & orders across BC.

Using an interactive visual Healthmap, community care teams can search for providers and clinics by keyword, locations and specialty service type.

Specialized forms can be auto-populated with patient data from integrated systems, streamlining data entry and reducing effort.



Above: DRO Healthmap Conceptual Interface

Early Implementation Scope

Initial implementation will begin with deploying eReferrals and eOrders (medical imaging) in 2024. eReferral is starting with Lower Mainland sites using OceanMD web portal or the following integrated EMRs: QHR Accuro, TELUS Med Access and WELL Health OSCAR Pro. Additional EMR integrations are slated in the coming year. eOrders will begin with medical imaging in select sites. eConsults will be implemented in a future phase.

Provider Benefits

- Streamlines the referral and order requisition process
- Reduces the need to use fax
- Enables secure messaging with other clinics and providers
- Improves ability to share information and communicate with patients
- Increases transparency through automated status notifications and appointment reminders for patients and referring clinics

Patient Benefits

- Improves transparency for patients through automated email status notifications and appointment reminders
- Increases patient engagement by enabling pre-appointment questionnaires, instructions and secure messaging between patients and providers

How to Get Involved

Specialty areas that have already started or completed standardization work on their referral form or process on a local, regional or provincial level are ideal candidates for DRO program adoption. If you are currently involved in refining existing referral workflows and would like to discuss alignment opportunities or learn more about this provincial initiative, please contact DRO.program@phsa.

Digital Referrals & Orders Program

Establishes a provincial digital health solution to facilitate the following services:

eReferral

Enables digital referrals between primary care and specialized health services and providers to improve care coordination.

eOrder

Enables digital orders for medical diagnostic imaging and lab services to inform decision making and care delivery.

[future phase] eConsult

Enables digital consultation requests to a specialist or service provider that can provide clinical advice, without requiring a patient visit.

Click or scan to check out a short demo video

