



Partnering for Quality

Working together to
improve health outcomes

Dear Colleague

Thank you for forwarding your new or updated referral/requisition form.

With the intention of improving patient care and outcomes, a new process has been created for the development of new or updating referral/requisition forms by South West LHIN Clinical Leaders and the Partnering for Quality Program.

There is currently no standard process to help with the development of referral forms with a high standard of quality or consistency across the region. The 'Digital Coalition' aims to optimize the experience for both the referring and receiving teams as well as improve patient care and experience by facilitating movement towards high quality referral forms that improve standardization of content, decrease overall form burden, and streamline workflows for all involved.

Please send a PDF version of your new form, identifying any changes and the reasoning behind them via email to info@partneringforquality.ca. Should you have any general questions, please also contact this email and your inquiry will be directed to the appropriate individual(s).

The next step in the process will be a review of your request by a small group of end-users of the form (primary care or other relevant clinicians) with some feedback to you. Thereafter, EMR-friendly versions will be developed to integrate into our workflow. Our team will then distribute the various formats of your new form (PDF and EMR-friendly) to primary care providers across the South West LHIN. At this time, there is a 5-7 week timeframe for a form to flow through this process

Form development guidelines, can be found here: <http://www.swpca.ca/EMRResource/>, and additional information can be found in Appendix A

We trust you will continue to accept the current version of your form or letter to book the patient for the requested test/consult/service until your new form has been finalized through this process to ensure timely, patient-centred care for our mutual patients

Sincerely,

| | |
|---|---|
| Dr. Paul Gill & Dr. Matt MacDonald Co-chairs Huron-Perth Primary Care Alliance | Dr. Kellie Scott & Dr. Melissa Tenbergen Co-chairs Elgin Primary Care Alliance |
| Dr. Gord Schacter Co-chair London-Middlesex Primary Care Alliance | Dr. Keith Dyke Co-chair Grey-Bruce Primary Care Alliance |
| Dr. Jitin Sondhi Co-chair Oxford Primary Care Alliance | Rachel LaBonté & Phil Dalton Program Lead and Digital Health Coach Partnering for Quality, South West LHIN |

APPENDIX A

Below are references from both the College of Physician and Surgeons of Ontario (CPSO) as well as the Canadian Medical Protective Association (CMPA). Each organization outlines the requirements for a referral (i.e.: as long as the information is whole and complete, a referral should be accepted)

CPSO

"*Consultation Requests* - Consultation requests should include:

- Reasons for referral;
- Urgency of the consultation;
- Relevant medical history;
- Current medications;
- All relevant test and procedure results.

It is recommended that the physician retain a copy of the referral note, both in order to maintain a record of the date and nature of the referral and as part of the ongoing record of the patient's story.

<https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Medical-Records>

Specialist Care

Requires referral acceptance when requisite information is provided. This does not necessarily mean the use of a 'special' form.

<https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Accepting-New-Patients>

Where a referral is outside of the specialist's clinical competence or scope of practice, the specialist must promptly communicate this information to the referring health-care practitioner, and/or patient where appropriate, to facilitate timely access to care. Where possible, the College recommends that specialists provide the referring health-care practitioner with suggestions for alternative care provider(s) who may be able to accept the referral

CMPA

Requires referral acceptance when requisite information is provided. This does not necessarily mean the use of a 'special' form

Consultations and referrals – Key Concepts

- All relevant information should be available to both physicians.
- The reason for the consultation should be clear to both the referring and the consulting physician.
- Expectations should be clear to both physicians.
- Responsibility for further care should be explicitly stated.

Good practices

- Always document requests for consultation and their outcome.
- State expectations in the request and in the report.
- Understand the reason for the consultation.
- Collect and share all relevant information with the other physicians.

https://www.cmpa-acpm.ca/serve/docs/ela/goodpracticesguide/pages/key_concepts/key_concepts-e.html?open=communication&to=consultations_and_referral