

eServices Support in Waterloo Wellington

The **West Deployment Team** at the eHealth Centre of Excellence supports the deployment of **eConsult** in South West and Waterloo Wellington, and **eReferral** across the South West, Waterloo Wellington and Hamilton Niagara Haldimand Brant regions, partnering with Ontario Health West to support the Erie St. Clair region.

HIGHLIGHTS IN WATERLOO WELLINGTON

In February of 2024, Grand River Hospital's Rapid Assessment Pediatric (RAP) Clinic went live with Ocean eReferral! This clinic provides outpatient consultations for urgent pediatric concerns for patients in the Waterloo-Wellington Region, providing timely assessment and helping to prevent unnecessary emergency department visits.

CURRENT STATE: eReferral & eConsult

eReferral



Total Number of Senders	2,529
Total Number of Receivers	714
Total Number of Referrals Processed	731,135
Total Number of Unique Patients	275,367
Patients Receiving Email Notifications	58%

as of April 30, 2024

eConsult



PCPs with OTN access	843
Specialists Registered	139
Total Number of eConsults Sent	54,337
Number of eConsults sent/1000 people	11.76
Median Response	<1 Day

New eReferral Receivers:

- AIRE Allergy (Dr. Collin Terpstra, Dr. Brad Jackson & Dr. Whitney Shea) (Cambridge)
- AIRE Allergy (Dr. Brad Jackson & Dr. Whitney Shea) – Guelph
- Cambridge Memorial Hospital – Outpatient Oncology Program
- Grand River Hospital – Rapid Assessment Pediatric (RAP) Clinic (Kitchener)
- Guelph-Wellington Paramedic Service – Point of Care Testing (Guelph)
- St. Mary's General Hospital (Kitchener)
 - Cardiodiagnostic Services
 - Heart Function Clinic
 - Heart Rhythm Program
 - PREvent Clinic
- Waterloo Wellington High-Risk OBSP (Kitchener)



New eConsult Specialists:

- Dr. Gurbir Sekhon – Internal Medicine (Nephrology) (WW)
- Dr. Sadhana Prasad – Geriatrics (WW/SW)

For a full list of receivers and Specialists, please visit: [eReferral Destination Lists](#) and [eConsult Specialists Lists](#)

RESOURCES

Interested in eReferral?

Clinics/clinicians can complete our Expression of Interest to be added to our onboarding queue: [eReferral Expression of Interest](#)

Interested in eConsult?

Clinicians can complete our: [Intake Form for Specialists](#) or [Intake Form for Primary Care](#)