

Be in the Know with DRO

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Lead

August 14, 2026

Agenda

1. DRO: Provide update on restart
 - How to get involved
2. Ocean: Demo of Ocean eReferral
 - Support resources
3. Q&A
4. Closing: Dr. Birinder Narang



B.C.'s referral system is still heavily reliant on fax – creating avoidable risks, delays and administrative burden

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B.C.'s referral system relies heavily on fax, creating risks, delays, and administrative burden



Limited data sharing

Limited digital access and sharing of patient data which can impact care coordination and clinical decision-making



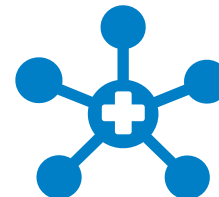
Access to health records

Patients increasingly want more involvement in their care and access to their health records



High administrative burden

Reliance on fax-based systems requires manual tasks and data entry, increasing administrative workload



Lack of integrated tools

Limited digital tools and data standards increase costs, reduce productivity, and restrict innovation

33%

Referrals that are incomplete or incorrect

About 35% have missing information or use the wrong form

10%

Referrals that fail to send

Creates risks to patient safety and can lead to preventable harm

9 calls/day

On average to sending clinics from patients

Requests for referral updates for specialist appointments

98%

Of onboarded sites rely on eFax

eFax does not align with common digital health exchange standards and does not support structured data exchange

One Connected System

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A refined, provincial approach – enabled through integrated connections of OceanMD – will allow clinicians to access the DRO workflow:



Family Physician/Community
Specialist Electronic Medical
Record and Ocean Integrated
Workflow

- ✓ Launch in context
- ✓ Data pre-population
- ✓ Refer and manage order directly within the electronic medical record
- ✓ Streamlined workflow



Health Authority Clinical
Information System and
Ocean Integrated Workflow

- ✓ Launch in context
- ✓ Data pre-population
- ✓ Refer and manage order directly through the clinical information system
- ✓ Streamlined workflow



Pathways BC and
Ocean Integrated
Workflow



- ✓ Leverage clinical navigation system and trusted directory
- ✓ Help guide referrals
- ✓ Seamless handover to OceanMD
- ✓ Design in the context of clinician workflows

Benefits for Providers and Patients

Simple & efficient

Standardized, guided referrals and orders to reduce administrative burden

Patient empowerment

Visibility and tracking of referrals puts patients in the loop and supports informed care

Real-time visibility and tracking

Visibility for clinicians and patients

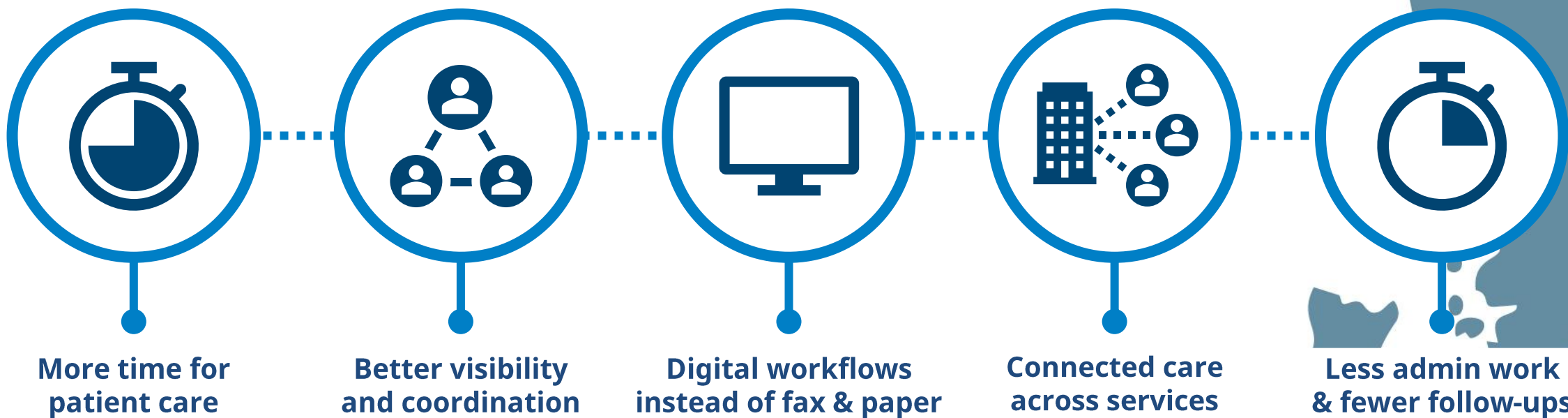
Better communication

Delivered to the right clinician, at the right time

Analytics & insights

Service demand and wait list data to support system planning that will bring focus to timely access and patient safety

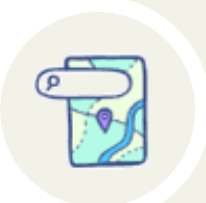
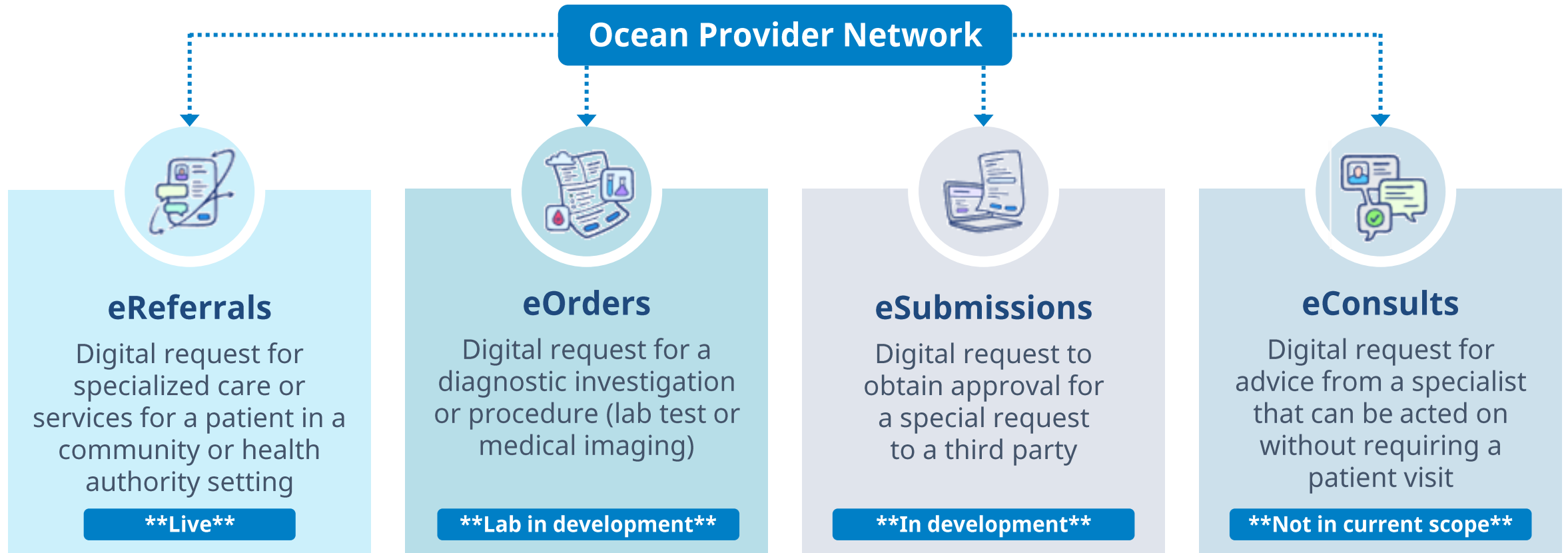
What DRO delivers:



Digital Referrals & Orders (DRO) is a provincial system that enables clinicians send, receive, and track referrals and orders electronically, reducing reliance on fax and paper-based systems.

Ocean MD platform capabilities

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Healthmap

A visual map-based search tool **supporting all Ocean Provider Network services**, using provincially sourced provider, health service and clinic location data. Enables easy searching and sorting of providers accepting digital requests through Ocean using advanced filtering options.

Patient engagement tools

With eReferrals, select Patient Engagement tools are available **at no cost** clinics to improve provider and patient communication.

Appointment Reminders

Allows providers to send email reminders for upcoming appointments based on patient groups or visit types.

Patient Messages

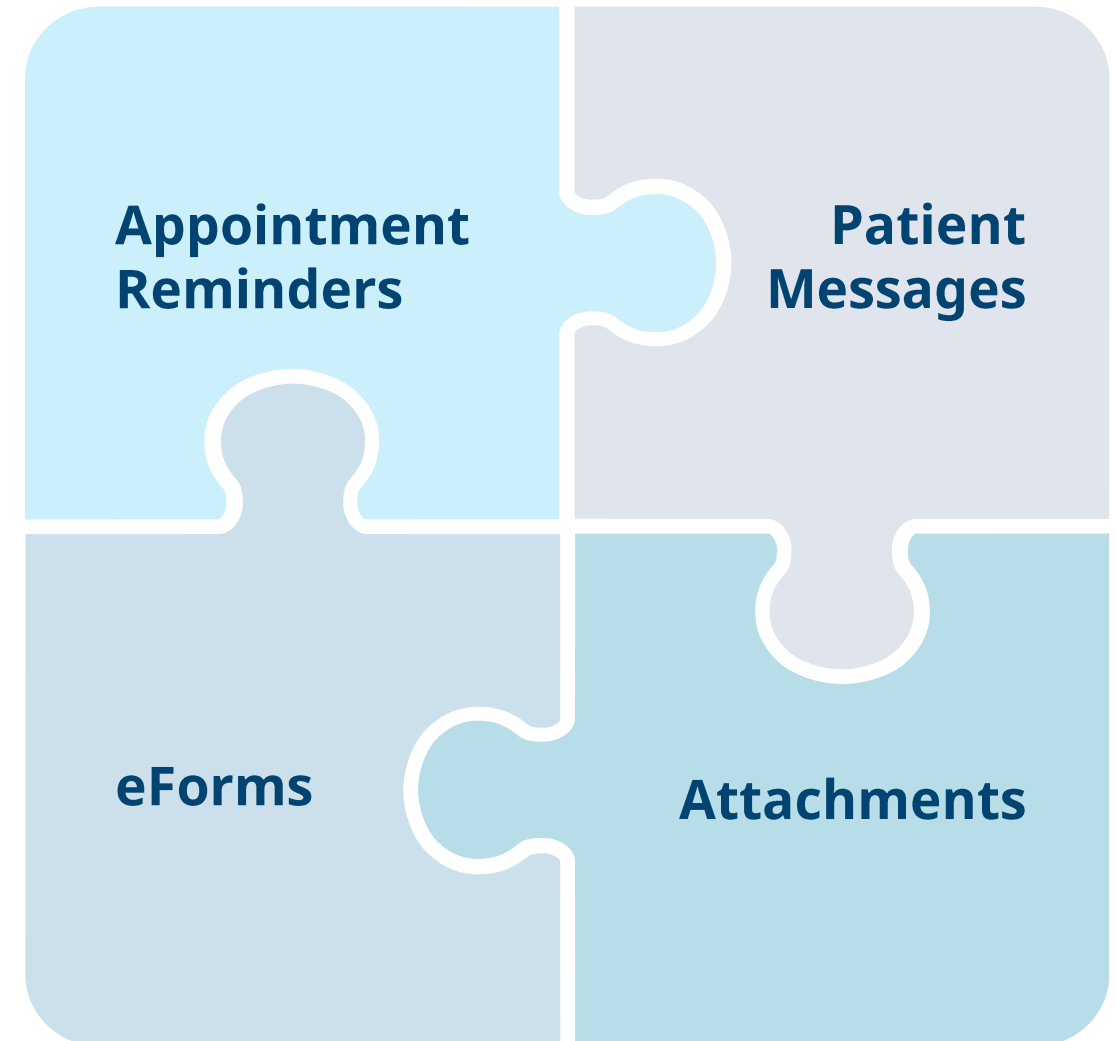
Allows providers to send updates, messages and information (e.g., appointment instructions) directly to patients.

eForms

Allows clinics to create custom or standardized forms (e.g., intake, PHQ-9, etc.) and send them directly to patients. Completed responses are automatically saved in the patient's chart.

Attachments

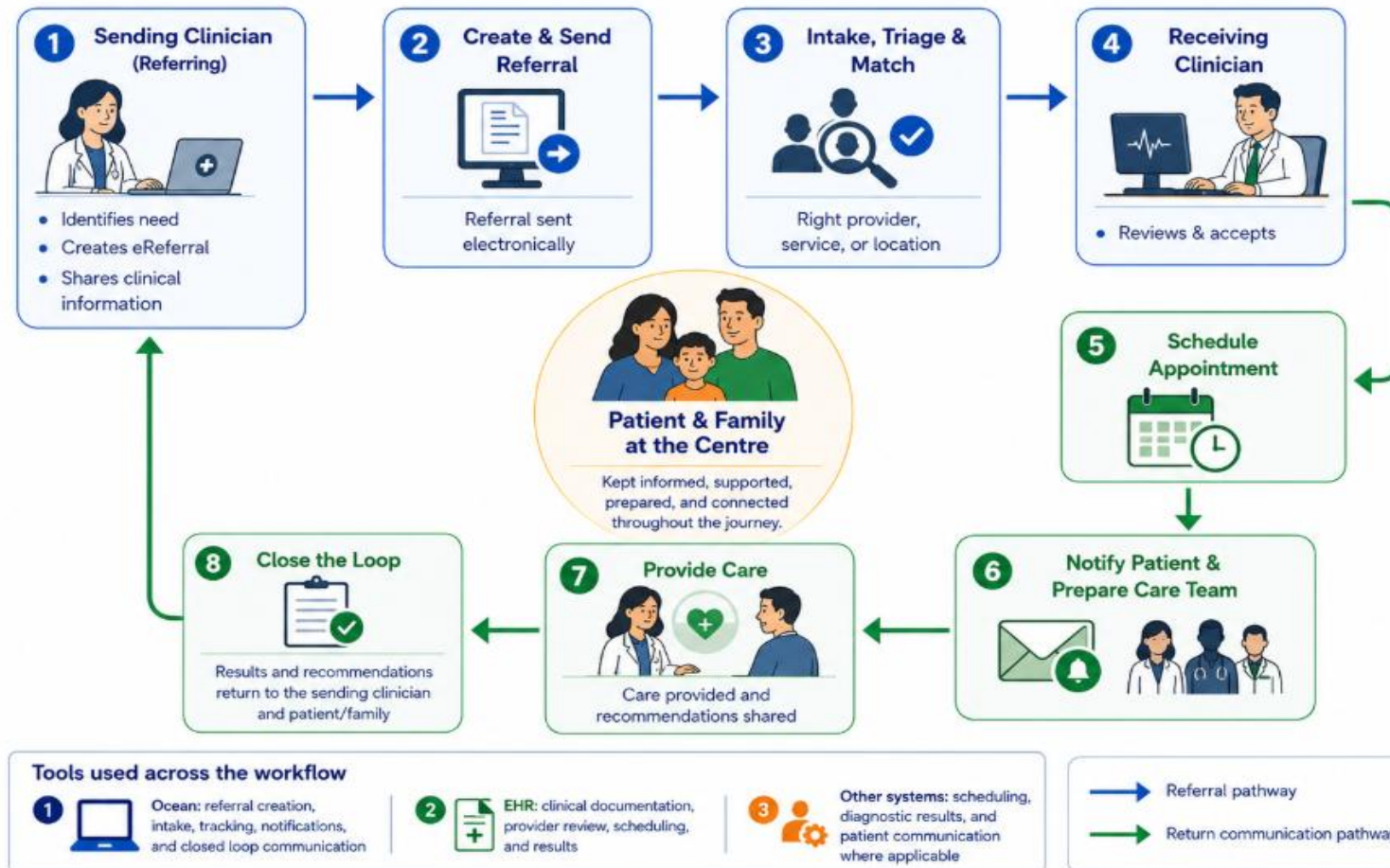
Attach a variety of document types (PDF, PNG, MP3, MP4 and more) or send links to multimedia for easy sharing.



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A closed loop workflow that connects sending and receiving clinicians, supports coordinated intake and booking, and keeps patients and families informed throughout the journey.

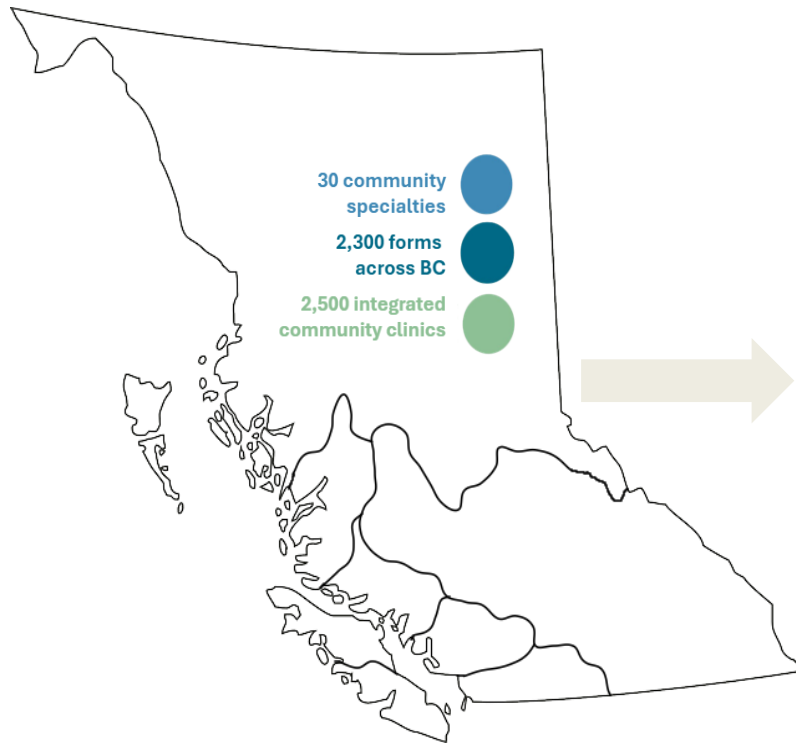


What has changed since before the pause:

- Health Authority Scope has been added
- Renewed focus on CIS integration and Novari
- Referral network deployment approach
 - Starting on Vancouver Island
- Active collaboration with Pathways to build workflows

Strong provincial foundation already established

134 Sites Live and 11,000+ Referrals



Engagement

26 Specialty Working Groups initiated;

With **308** members reporting **90%** satisfaction

Content

33 standardized digital referrals and requisitions developed

Replacing **+200** disparate forms, serving **20** specialties, **7** health services, **6** programs

Enablement

Standardized digital referrals for over **4,350** specialists;

Representing **87%** of community specialists; **92%** of the community referral volume

Deployment

130 community clinics;
4 imaging clinics live across BC

12 Interior BC
34 Fraser
57 Vancouver C.
20 Island
3 Northern BC

Webinar closing

Dr. Birinder Narang,
Family physician and
Co-Chair DRO Joint Executive Table

Get involved!

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Start your onboarding journey today

More Information:

🌐 dro.phsa.ca

✉ dro.program@phsa.ca



Intake forms are
accepted anytime

Join a Specialty Working Group

Support the development and design of the DRO program's services. The success of DRO relies on the expert knowledge of family practice and specialist providers who contribute valuable insights, ensuring the program meets the needs of health care providers.

Upcoming: Infectious Diseases, Nephrology, Otolaryngology, Plastic Surgery, Rheumatology, Urology

Interested in joining or starting a group?

Contact dro.program@phsa.ca

Upcoming sessions for your calendar

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September
23rd, 12 p.m.

Navigating the Ocean
Healthmap

[**Register
here**](#)

October 14th,
12 p.m.

eReferrals overview
for referring
providers

[**Register
here**](#)

November 4th,
12 p.m.

eReferrals overview
for recipients

[**Register
here**](#)

December 7th,
12 p.m.

Ocean Patient
Engagement Suite

[**Register
here**](#)

Thank you

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