

Be in the Know with DRO

Digital Referrals & Orders

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September 23, 2026

Agenda

1. DRO: Program update
 - How to get involved
2. Ocean: Healthmap demo
 - Support resources
3. Q&A
4. Closing: Dr. Charmaine Ma



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

**BC Shared
Health Services**

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



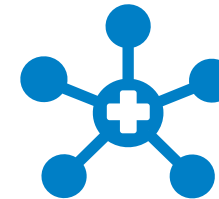
Access to health records

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

**BC Shared
Health Services**

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 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

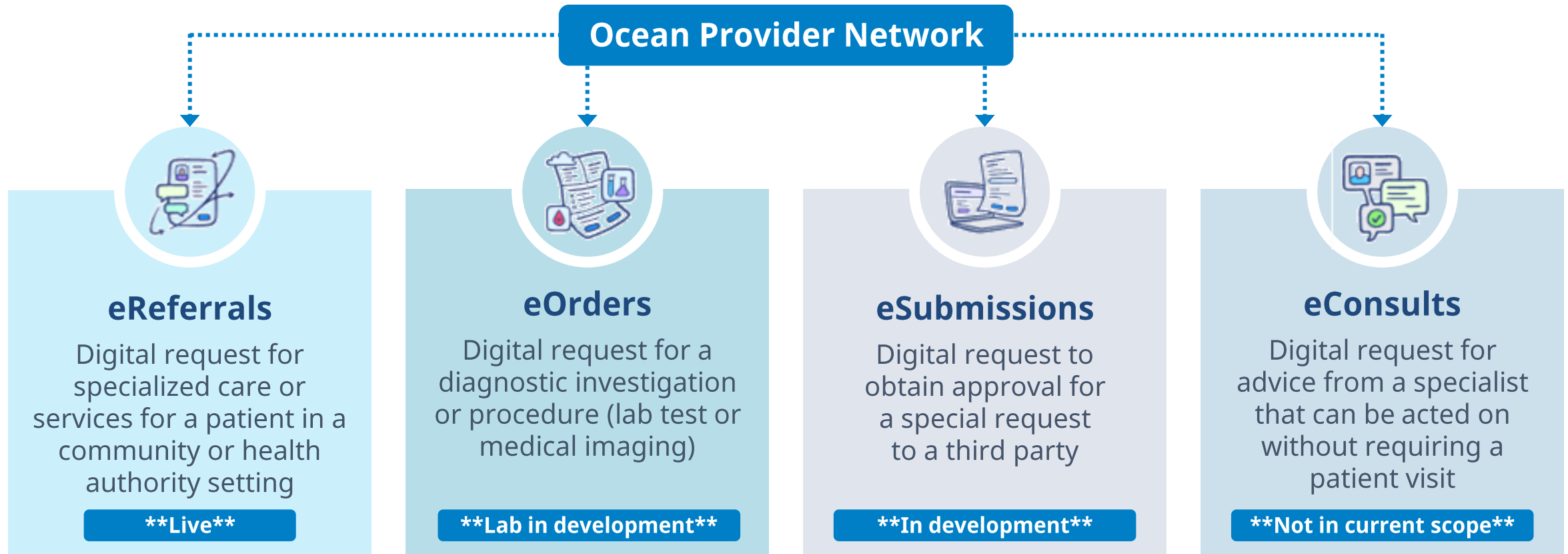
Better communication

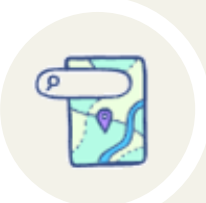
Delivered to the right clinician, at the right time

Analytics & insights

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

Ocean MD platform capabilities | BC Shared Health Services



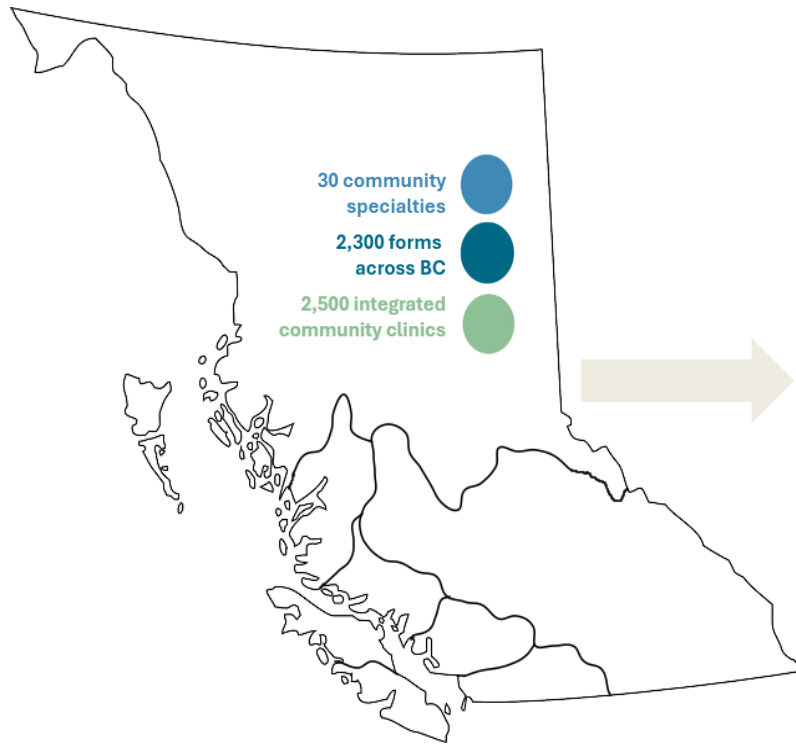


Healthmap

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.

Strong provincial foundation already established

147 Sites Live and 13,000+ 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

147 community clinics;
4 imaging clinics live across BC

13 Interior BC
34 Fraser
69 Vancouver C.
29 Island
3 Northern BC

Specialty Working Groups

Specialty Working Groups (SWGs) engage providers in developing referral forms and workflows that support DRO eReferral services

Provider engagement

- Engaging family physicians and specialists in community form design
- Clinical expertise informs DRO requirements

Current activity

- Developing high-use specialty referral forms
- **Nephrology** and **Otolaryngology** working groups begin **September 28**

Availability & impact

- Available forms can be accessed through the [DRO Forms Library](#)
- Standardized forms support eReferrals across community and Health Authority settings

Provider workshops gather feedback to inform user experience and future improvements to digital referrals and orders workflows across BC

Purpose

- Identify opportunities to improve the future state of referrals
- Build on the strengths of Pathways and OceanMD to create a streamlined experience

Participants

- Physicians, nurse practitioners and MOAs

Format

- Three virtual workshop sessions
- Approximately 4-5 hours total

Workshop Goal
***Gather provider insights to
inform the future-state
referral experience***

Exploring opportunities for DRO to support a more consistent provider and patient experience across and between community and healthy authority settings

BC Cancer

- BC Cancer receives a high volume of new patient referrals
- Referral workflow design to be shaped by BC Cancer Working Group and other steering committees

Medical Imaging

- Health authorities play a central role in delivering eReferral and eOrders services
- Many medical imaging orders originate in the community and are fulfilled within health authority systems (e.g. MRI, CT, IR, Nuclear Medicine)

Ocean demo: Healthmap

Haley Gush

Vice President, Clients Relations, OceanMD

Shameni Selvarajah

Training and Engagement Specialist, OceanMD

Questions

Provider experience

Dr. Charmaine Ma

General Oncology Practitioner &
Family Practice Physician

- Referrals can be critical for treatment options
- eReferrals can reduce patient harm
- Vision: Connected referral process for patients and providers
- Consider joining the Digital Referrals & Orders program

Get involved!

BC Shared
Health Services

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

**BC Shared
Health Services**



October 14 th , 12 p.m.	eReferrals overview for referring providers	<u>Register here</u>
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November 4 th , 12 p.m.	eReferrals overview for recipients	<u>Register here</u>
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December 7 th , 12 p.m.	Ocean Patient Engagement Suite	<u>Register here</u>
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Thank you

www.dro.phsa.ca

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