novari eRequest®

Referral, Central Intake, Workflow Management, Referral Management, and Care Coordination

Novari eRequest™ can be configured to route and manage any type of healthcare request or referral for any type of healthcare service (i.e., endoscopy, diabetes, surgical, GP to specialist, ambulatory clinics, palliative care, diagnostic imaging, mental health, addiction services, long-term care, etc.). It is highly configurable software, supporting the coordination of care for various referral workflow use cases at individual hospitals trusts, across ICS's, or clinical networks. The scalability and flexibility allows for each instance of the system to be configured to meet local needs and workflows.

Features

Wait List Management and Dashboards

Clinical, clerical, and administrative users of Novari eRequest need accurate real time data on the volume and status of referrals. Novari's customisable dashboards provide clinicians and clerical staff with actionable information and alerts enabling them to efficiently process patient referrals. Users are also provided with access to detailed analytical reports and easy identification of workflow and access to care bottlenecks.

Customised Workflows

The data and workflows for different types of referrals can vary significantly. For example, the data on a referral form and the workflows for a mental health referral are significantly different than those for an orthopedic referral. In recognition of this variance, Novari eRequest can be configured for any type of referral for any healthcare service with customised bespoke workflows. We configure the software to meet each client's unique needs and workflows.

Central Intake and Direct Referrals

The sending and receiving of referrals by clinical teams, clinics, hospitals, and other types of providers is essential is the provision of quality and timely care. Novari eRequest replaces emails, snail mail, and paper with a modern tool that can track each referral. As organisations, networks, and regions implement coordinated care programs, referrals can be routed through a central intake/hub model with customised workflows (e.g., intake, triage, routing, etc.) to help load balance demand across all available providers. Novari eRequest is designed to ensure that the right patients get to the right providers at the right time and with the right data.

Complete and Appropriate Referrals

Incomplete or clinically inappropriate referrals are inefficient and unnecessarily delay patient care. Novari eRequest enables mandatory referral data sets, so referrals received digitally are always complete and appropriate. Referrals received via email can easily be reviewed for completeness and appropriateness and if required, quickly returned to the sender with one of many templated notes.

Accelerate Care by Load Balancing Demand

When choosing where to send a referral, it can be hard to know all the referral options and which provider can see the patient with the shortest wait time. Novari eRequest's sophisticated wait time algorithm uses its own wait time data and patient location data to help route each referral to the next available provider.

Communicate with Referring Providers and Patients

Referring providers are often concerned when they do not receive timely information on the status of their referrals from central intake or receiving providers. Novari eRequest can automate the sending of updates to the referring providers using email and automated messaging.

"With the implementation of Novari eRequest, the SHA has seen immediate improvements in the flow of information to support COVID-19 testing. Testing and Assessment Sites, along with 811, have all noted a quicker turnaround time due to the real-time referral processing and ability to level load."

– Michelle Mula, Executive Director of Digital Health, Saskatchewan Health Authority

Similarly, patients can receive updates on their appointment scheduling status by both SMS text message and/or email.

Use Real-Time Data to Improve Process

To know where problems exist in how we work, we need to know where to look. Novari eRequest offers detailed insight into your entire referral process allowing you to see the bottlenecks and develop a more streamlined workflow.

Easily Integrated

Healthcare organisations depend on multiple tools to get the job done. Using software that can't integrate can be frustrating as it leads to people having to do the same thing twice and mistakes in keeping systems in sync. Novari eRequest can integrate with practice management solutions (PMS), hospital systems (EPR), eReferral systems (ERS), and others easily via FHIR or HL7 to make sure everyone is working as efficiently as possible.

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