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MEMO

From: Kelowna Gastroenterology Associates (KGA)

To: Referring Practitioners

Date: January 24, 2023

Re: Updated booking form and waitlist management process

An electronic copy of the Memo is available at: <https://www.kelownagi.ca/referral-resources>

Dear Colleagues,

To better facilitate gastroenterology referrals, we have developed an updated referral form and internal waitlist management process to optimize patient access. We thank you for the support that we have had with you and other parties to develop this process that will benefit all of us.

The new referral form assists us in obtaining the information we need to triage patients appropriately to ensure all patients are seen in appropriate timeframes. In turn this will help us to effectively and efficiently communicate with you and other parties. We require these referral forms to be completed with the supporting documentation provided. Please indicate within the referral form if specific investigations have been ordered but are not available at the time of the referral. Referral forms for patients that do not complete the investigations promptly will be returned.

We have launched a new [website](#) with resources for referring practitioners and patients. This includes [primary care pathways](#) designed to support primary care providers with evidence-based practice management guidelines for managing patients with chronic GI conditions in the community setting. We have developed these pathways following a review of best practice guidelines and will present them at the Division's meeting on January 31, 2023.

The new referral form is also available on our website [here](#). Information about your specific form is available below:

- For Intrahealth EMR users, the referral form is available on pathways and our website [here](#).
- For Med Access EMR users, the referral form is available on pathways and our website [here](#).
- For Accuro EMR users, the referral form is available on pathways and our website [here](#).
- For Oscar and Juno users the referral form is available on their BC eForm Listing [here](#).
- For other EMRs, you may download the fillable and printable pdf of the new referral form on our website [here](#) or Pathways.

Under this new process, we aim to:

- Send confirmation of referral to the referring provider and the patient within three days of receipt.
- Triage the patient according to the Canadian Association of Gastroenterology Wait Time Guidelines. Referrals are triaged based on urgency and symptoms.
- If you have an urgent concern, you may contact the gastroenterologist on call through the switchboard at Kelowna General Hospital.

Sincerely,

Kelowna Gastroenterology Associates

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