

FAX: 778-390-5775

MEMO

From: Kamloops Gastroenterology

To: Referring Practitioners

Date: October 29, 2021

Re: Kamloops Gastroenterology centralized wait list

Dear Colleagues,

To better facilitate central gastroenterology referrals, we have developed a centralized wait list for optimal patient access. The new centralized wait list offers the ability to ensure all patients are seen in appropriate timeframes. Our aim is to improve service for primary care providers, and we welcome any feedback to help improve this service. In the last year, with the addition of Drs. Laghari, Nero and Lee to our division, we have increased our endoscopy services and capacity.

On November 15th, 2021, we are launching a new [website](#) which will have resources for referring practitioners and patients. On the same date, we will be introducing a new referral letter. Please ensure to check www.kamloopsgi.ca

- For Accuro, Profile, Plexia and MOIS EMRs, the referral form will be loaded in your EMR by November 15th.
- For Medaccess users, the form will be available on pathways and on our website along with instructions by November 15th.
- For Oscar users you will need to download the form using the link from Pathways, or from your local Oscar [forms repository](#).
- For Juno users you will need to download the form using the link from Pathways, or from your local Juno forms repository.
- For other EMRs, you may download the fillable and printable pdfs of the new referral form on our website or on Pathways starting November 15th.

Please be aware of the following:

- 1) Continuity of care: Patients seen previously by a Kamloops gastroenterologist will generally have referrals forwarded to their office unless a specific gastroenterologist is requested. In some cases, patients will be directly referred for ERCP, Endoscopic US or to the liver clinic if deemed appropriate.
- 2) Recent endoscopy: We are receiving a high volume of referrals in patients with recent endoscopic investigations. This has led to repeated investigations and delays in management. Given the expanded access to gastroenterology in our area, please consider initial referral for patients that may require ongoing digestive healthcare. Please be aware that these second opinions may wait longer.
- 3) Timelines: In general, confirmation of referral will be sent within 5 business days. Thank you in advance for your support of this endeavour.

As we continuously aim to improve our services, we would appreciate it if you could complete our referring practitioner anonymous satisfaction 5-minute [survey](#) at <https://bit.ly/3CkusMg>. After completing the survey, for a chance to win a \$20 Starbucks gift card, please send an email by December 1st to admin@kamloopsgi.ca with the subject 'survey complete' and your name in the email body.

Sincerely,

Kamloops Gastroenterology