

The Importance of Proper Reporting

The New Brunswick Heart Centre (NBHC) is the provincial referral centre for tertiary cardiac care in the province. NBHC relies on referring sites, which have been notoriously slow in updating the Centre on test results in the past. In some circumstances the Centre cannot make a decision pertaining to the patient's eligibility for transfer until those results are available (especially INR, Hemoglobin and Creatinine results). Recently, the Centre has been able to perform those pre-test checks themselves, by accessing and obtaining results in the Provincial Electronic Health Record. Such direct access to this information has improved patient flow.

Before the Provincial Electronic Health Record, it was not uncommon for NBHC to contend with incomplete information when admitting a patient. For example, when coordinating transfers of a patient they were often told that bloodwork had been ordered for that patient only to find out that no such work-order had been processed, once the patient arrived at NBHC. The impact of this incomplete or often completely incorrect patient information was that once the patient arrived he or she would not be eligible for the procedure ordered because the necessary preliminary steps had not been taken. This would add a delay to the queue of procedures, incurring cost, time waste, inefficiency, and general ineptitude.

The information available via the Provincial Electronic Health Record enables the NBHC to mitigate such occurrences as they are able to check the status and capability of the Centre in conducting a test before coordinating the transfer. When flags are noted, they appropriately delay the transfer and when indicated, recommend additional investigations, treatments in the referring site.