

# DIGITIZING THE DIAGNOSTIC IMAGING REQUISITION PROCESS AT HUMBER RIVER HEALTH



Dr. Stephen Halman BAsC, MDCM, MSc, FRCSC; Ida Grisoni; Derek Hutchinson RN, BScN, MN; Jennifer Yoon BScN, MSc (QI/PS), PhD Student

## DESCRIPTION

Humber River Health (HRH) is one of Canada's largest regional acute care hospitals, which serves a catchment of over 850,000 residents. Traditionally, physicians referring their patients for diagnostic imaging procedures would print a requisition and manually transcribe the appropriate patient demographics and necessary procedure requirements. To promote efficiency and accuracy of information communicated for diagnostic testing, HRH prioritized the digitizing of the diagnostic requisition process. This would support surrounding primary care and referring physicians in eliminating manual transcription and in creating interoperability by introducing automated fields for those using Accuro Electronic Medical Records (EMRs).

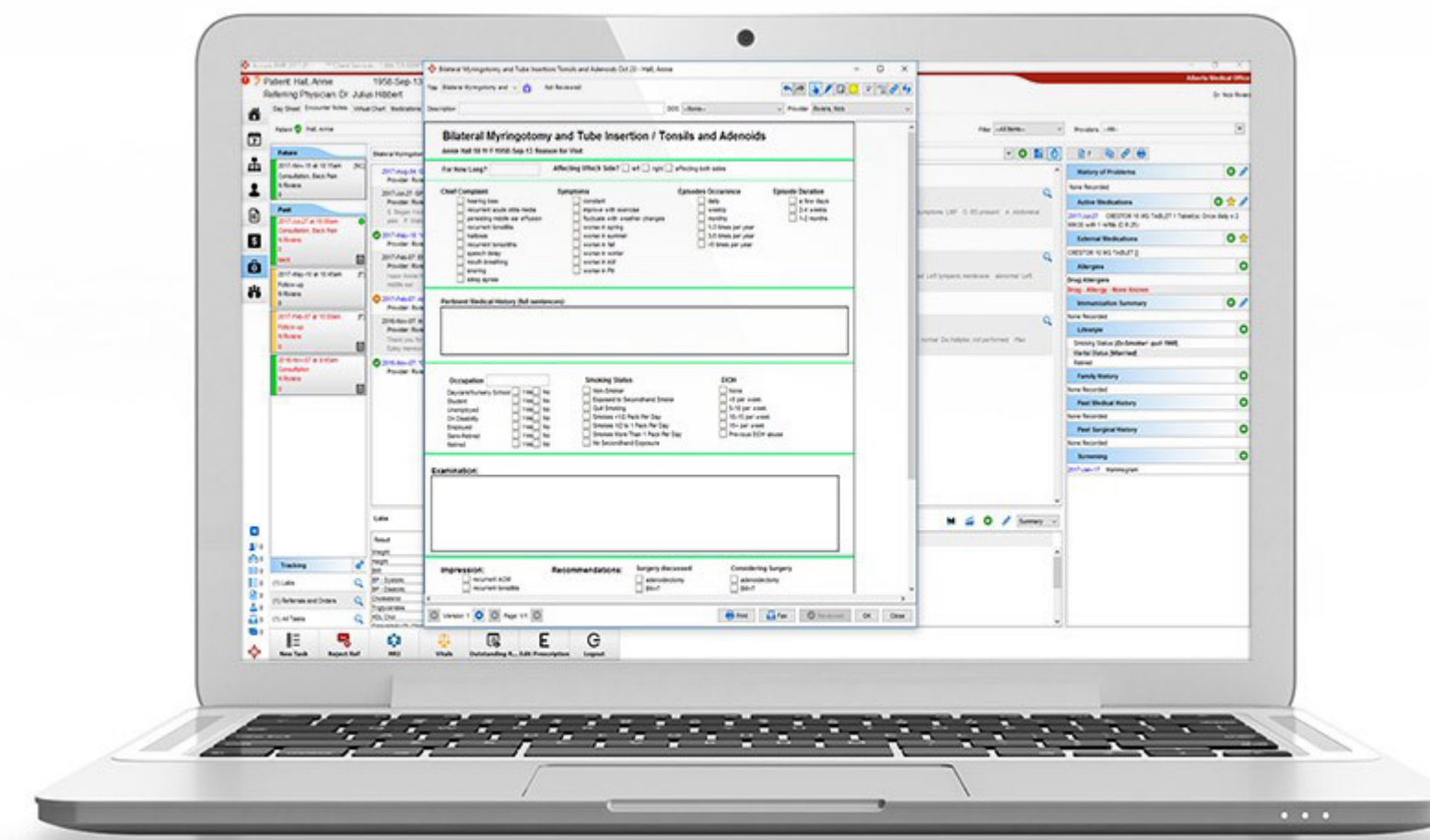


Figure 1. Sample screen of Accuro EMR system.

## LESSONS LEARNED

Digitizing the diagnostic imaging requisition process improves accuracy and efficiency, enabling physicians to focus on providing direct patient care.



## OBJECTIVE

Promoting accuracy and efficiency in the diagnostic requisition process by reducing manual transcription for physicians.

## ACTIONS TAKEN

- Physician stakeholders connected with the Professional Practice Team to update existing diagnostic requisition forms.
- Pre-populated fields for patient demographic and referring physician information were created in HRH's existing diagnostic requisition form through the Accuro EMR system.
- Electronic checkboxes and free text fields were placed on diagnostic requisition forms to allow for electronic entry of procedure information.
- Physician stakeholders trialed the updated electronic requisition process, which will be incorporated into the Accuro EMR system.

Figure 2. Diagnostic imaging requisition manually transcribed.

Figure 3. Electronically completed diagnostic imaging requisition.

## SUMMARY OF RESULTS

By digitizing HRH's diagnostic imaging requisitions, the electronic entry of information reduced manual actions required by physicians. The following action minimized potential errors:

- Patient demographics are auto-populated into the electronic requisition form, reducing errors associated with manual transcription
- Procedure information was transferred transparently as miscommunication from illegible handwriting was reduced

Promoting real-time completion of requisition forms electronically at the time of patient contact not only promotes accuracy, but also facilitates an efficient process. By aligning with HRH's strategic plan, this process was evolved to improve provider experience and positively impact patient care.