



The Newfoundland and Labrador Centre for Health Information (“NLCHI”) has been using the Eceptionist SaaS to manage its portfolio of telehealth services provincially since 2009. In 2019, the use of Eceptionist was expanded when Eceptionist was rolled out to support the provinces eOrder initiative. **With this initiative, Eceptionist is used to support real-time scheduling of all vascular imaging laboratory orders that are received across the province.** As part of this project, Eceptionist’s scheduling tools were integrated with the provincial third party tools including the provincial portal (HEALTH eNL – Orion health portal) to support real-time scheduling of vascular lab tests through the HEALTH eNL portal. The eOrder project has been live since November 2019. The vascular team uses it for all aspects of managing test order requests, scheduling and patient preparation. Within four months of “go live”, 100 per cent of orders were processed by the system. The feedback from the lab and clinicians submitting requests has been extremely positive, highlighting the ease of use, access to valuable information and timely management of test orders.

The eOrder project is a considerable win for Newfoundland and Labrador’s eHealth strategy and helps meet the needs of growing patient volumes, benefiting patients and their circle of care. It leverages provincial investments previously made in HEALTHe NL and simplifies life for clinicians.



The eOrder project that Eceptionist was a part of was awarded the Canadian Health Informatics Association (CHIA) 2020 Project Implementation Team of the Year Award
<https://digitalhealthcanada.com/6-all-posts/2020-chiaw-award-winner-eorder/>

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