



Guide to Princess Margaret's Referral Process

You can refer patients to four departments at Princess Margaret:

- Medical Oncology & Hematology
- Radiation Oncology
- Surgical Oncology
- Psychosocial Oncology & Palliative Care

If you know which department to refer your patient to, please read the referral guide for that department and then download and complete the department's referral form. Fax the form to the appropriate number after you have completed the form.

If you do not know which department to refer your patient to, contact the New Patient Referral Office at 416 946 4575.

For some departments, you can download either a general departmental referral form or a referral form for a specific site group. If you know which site group you wish to refer your patient to, please download and complete the site group referral form. If you are unsure of the correct site group for your patient, download and complete the general departmental referral form.

It is very important that you fill in every field in the referral form. If the form is incomplete, it may be returned to you so the missing information can be filled in. This can delay your patient's referral.

****NEW **** The Radiation Medicine Program is now accepting referrals through Ocean eReferral to help everyone save time and to increase efficiency. We will continue to accept referrals through our existing fax and email mechanisms, but believe you, your staff, and your patients will see a real improvement in the referral process and referral transparency by sending your next referral as an eReferral.

Already using Ocean eReferral? Please send your next referral to us electronically by searching for "UHN Princess Margaret Cancer Centre (PMH)" in the Ocean Health map.
https://ocean.cognisantmd.com/referrals/NewReferral.html?rtRef=medical_oncology_hem28340382

Not yet using Ocean eReferral? We encourage you to make the shift!

- Information about the benefits of using Ocean eReferral is attached for your reference.
- Getting set up on Ocean eReferral is quick and easy. As part of the Ontario eServices Program, a local deployment team is ready to support you with set up and training – at no cost to you.
- Contact the Toronto Region eReferral Deployment Team today by sending a note to eReferralTorontoRegion@uhn.ca

Urgent Referrals



If your patient needs immediate, urgent care, you must make direct contact with a physician. You can find lists of the physicians in the various departments in each department's referral guide.

If you need to make an urgent referral but are unsure which department, and therefore which physician, to refer your patient to call the new-patient referral coordinator on 416 946 4575. The referral coordinator can direct you to the appropriate department and physician. Or page the doctor on call for specific department.

Please note: All leukemia referrals are considered urgent. If you are referring to a patient with leukemia, please see the Referral Guide for Medical Oncology and Hematology to find a list of physicians you can refer your patient to.

Preparing Your Patient for the First Appointment

After you have referred your patient, Our Referral Coordinator will contact the patient directly with the appointment information. Please follow-up with our NPRC office if your patient has not heard about an appointment after a week.

For the first appointment, please make sure your patient has:

- **A complete and up-to-date list of all medications.**
Please remind your patients that in addition to prescription medications this list must include



any over-the-counter medications, vitamin or mineral supplements, and herbal or natural health products such as naturopathic or homeopathic remedies.

- Any relevant information from the patient's **medical history**, including information about heart attacks, strokes, surgeries, allergies, etc.

Out-of-Province and International Patients

If your patient has a valid Canadian health card that is not from Ontario, he or she will be processed in the same manner as an Ontario patient (see above).

Your patient is considered an international patient if he or she:

- Is not a resident of Canada
- Is a Canadian citizen living abroad
- Lives in Canada but does not have landed immigrant status
- Does not have Ontario or other Canadian provincial or federal health insurance

Please see the Guide to Referring an Out-of-Province or International Patient to Princess Margaret for details on the international patient referral process.