

## What is the Resource Matching and Referral?

Resource Matching and Referral (RM&R) is a way for health care providers to electronically send referrals to other healthcare providers. RM&R also helps connect individuals with their most appropriate follow-up care.



RM&R helps to improve communications involved with making referrals and supports a more efficient referral process. It also helps match individuals to the most appropriate resources at the time of referral, reducing the amount of time individuals wait until they are referred to a new care setting.

Information about individuals is collected and shared only for the purpose of facilitating these electronic referrals and providing individuals with health care or assisting in the provision of health care.

For more information about RM&R, visit our website:

[www.resourcematchingandreferral.com](http://www.resourcematchingandreferral.com)

### RM&R Contact Information:

Email us at:  
referrals@uhn.ca

Call us at:  
416-340-4030

or Toll-Free at:  
1- 844-653-1240

Funding support provided by:  
Toronto Central Local Health Integration Network



## Resource Matching and Referral (RM&R)



## How Does Resource Matching and Referral work?

RM&R is a web-based application implemented and supported by University Health Network (UHN) on behalf of the Toronto Central LHIN. UHN acts as the Health Information Network Provider for the system. UHN only uses the information in RM&R to provide support and fulfill its duties. UHN will not disclose the information for any other purpose. If information is disclosed for any other reason, UHN will notify the affected HIC(s).

The program operates in many participating organizations across the Toronto Central LHIN and Central LHIN that send or receive referrals. The application allows health care providers to securely access, contribute to, and send a centrally stored individual referral form.

Features include:

- Access to the eReferral form from any internal network computer;
- Matching of individual needs to appropriate programs and services;
- Secure transmission of referrals at the click of a mouse.

Please visit [www.resourcematchingandreferral.com](http://www.resourcematchingandreferral.com) for more information about how UHN meets its HINP obligations and to access RM&R's privacy and security policies and procedures.

## What is the Benefit of Resource Matching and Referral?

RM&R improves the referral experience for individuals and health care providers, benefitting the health care system as a whole.

### For Individuals

- Improves and eases flow as individuals move from one care setting to another;
- Matches individuals to the most appropriate programs and services at the time of referral.

### For Health Care Providers

- Provides a standardized referral program with associated processes;
- Increases efficiency by creating documentation and service referrals electronically;
- Reduces the number of inappropriate referrals;
- Enhances communication and collaboration between health care providers within and across care settings.

### For the Health Care System

- Facilitates collaboration across the system and various care settings;
- Supports planning and forecasting capabilities at the organizational and system level.

## Personal Health Information (PHI)

PHI is necessary for referrals to be processed. The information is used to determine the most appropriate health service or support to meet your needs.

Speak to your care provider if you have questions related to your PHI such as:

- Seeing your referrals
- Correcting information in your referral
- Stopping your information being available for viewing in the system
- Making an inquiry or complaint

If you would like information related to your entire record in the RM&R system, send an email to [referrals@uhn.ca](mailto:referrals@uhn.ca).

## How is Information Protected?

RM&R is protected using administrative, technical and physical safeguards. The RM&R program conducts routine privacy and security risk assessments (including PIAs and TRAs). The assessments are made available to participating organizations. More ways that RM&R protects PHI include:

- Users are trained to only look at PHI about people they are caring for
- PHI is kept in a secure place
- Only authorized people delivering services may see PHI
- Participating organizations signed contracts to keep PHI confidential
- Actions in the system are logged
- The log is reviewed regularly to validate that access is authorized
- All suspected breaches are investigated