

accesscss



Agenda

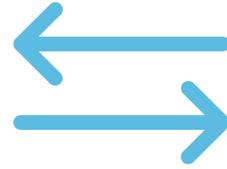
1. Welcome.
2. Land acknowledgment (5 min).
3. e-referral and reporting
4. What's Next



What can Caredove tell us?



Our service listings and how people can access them



How our organization uses Caredove to send and receive referrals



Who is sending us referrals?



What services and supports are people looking for?



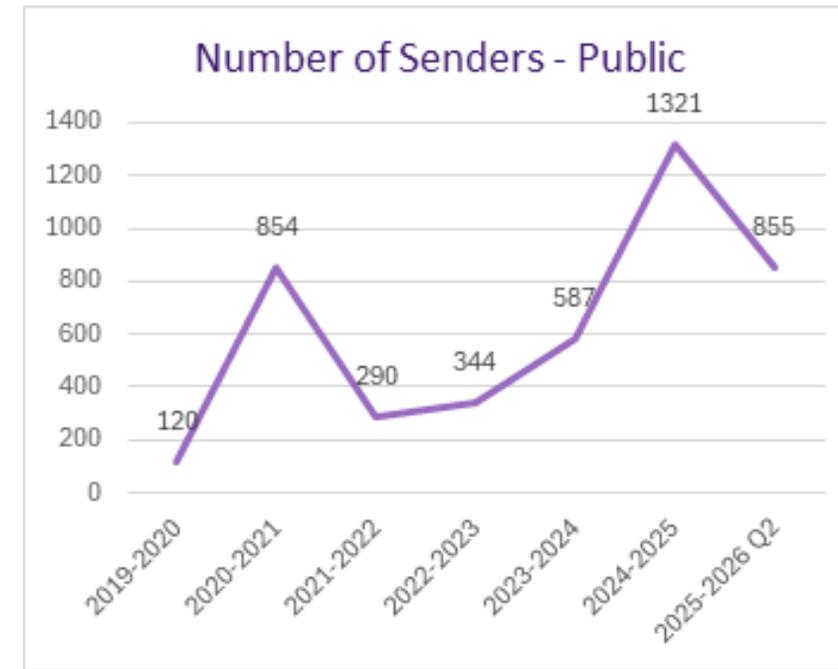
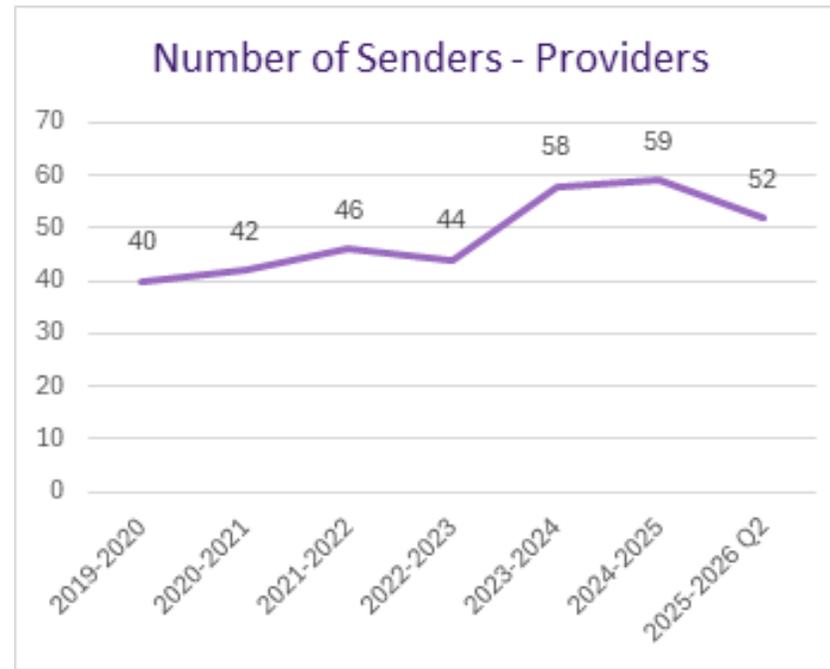
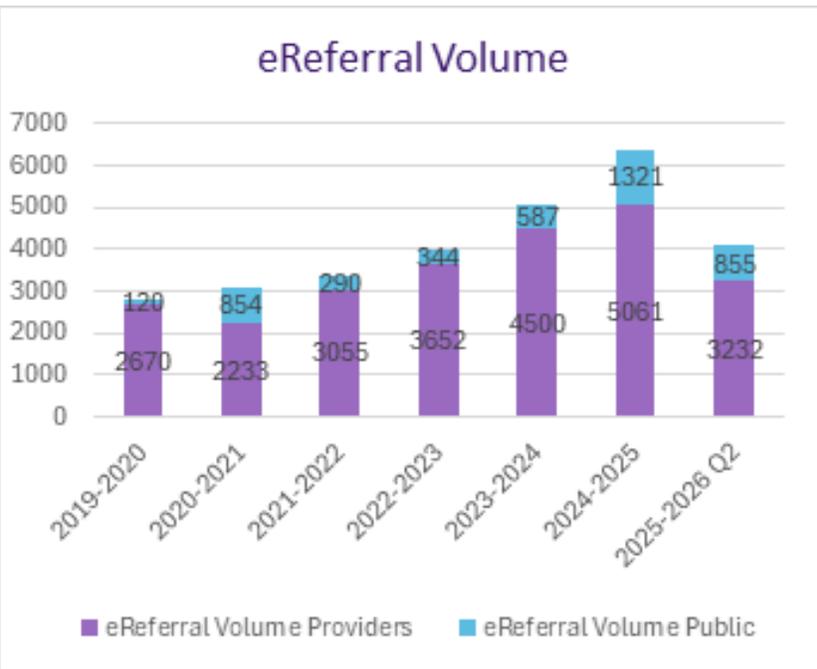
Why does this information matter?



Learning about how our organization and referrers use e-referral helps us make more informed decisions at the organizational and sector level.



Network Stats



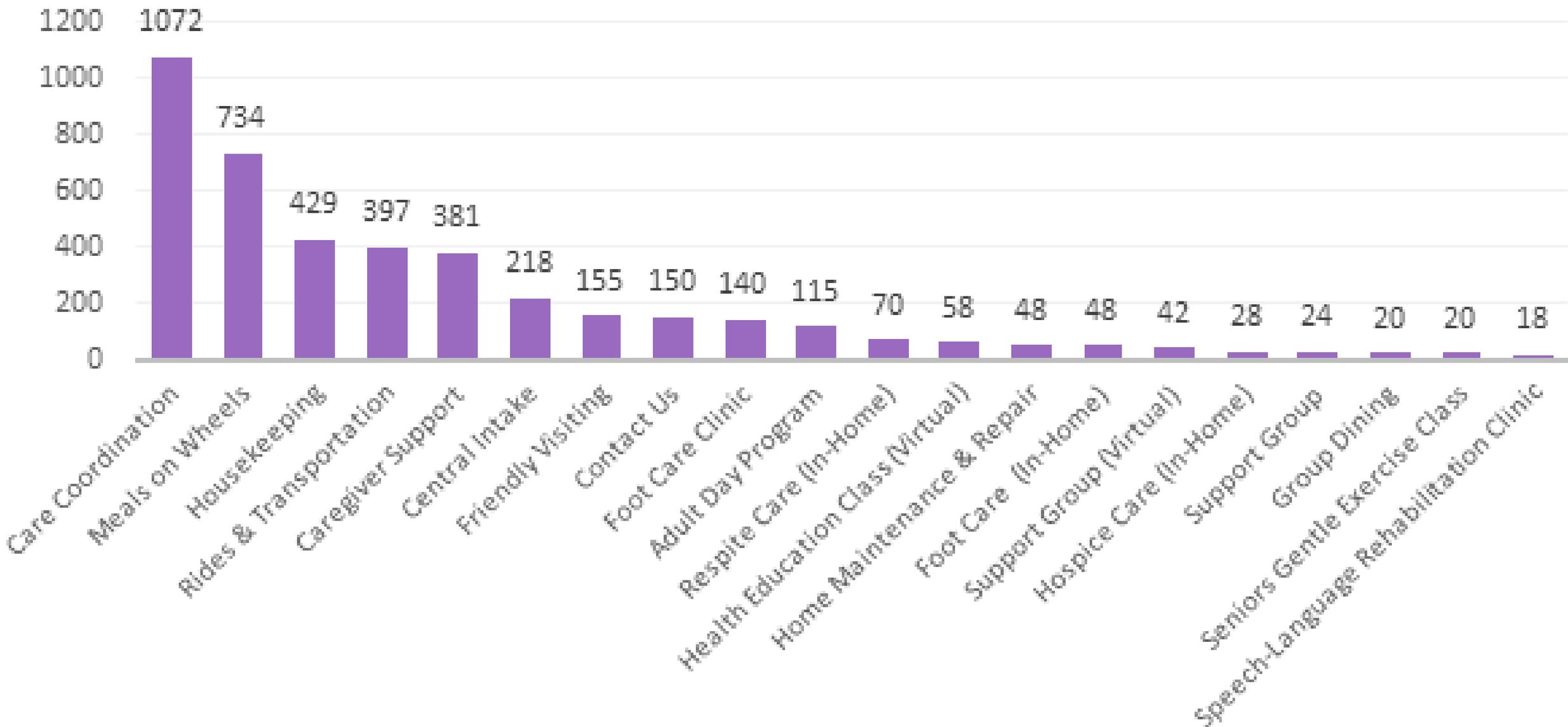
Public growth = 29.4%

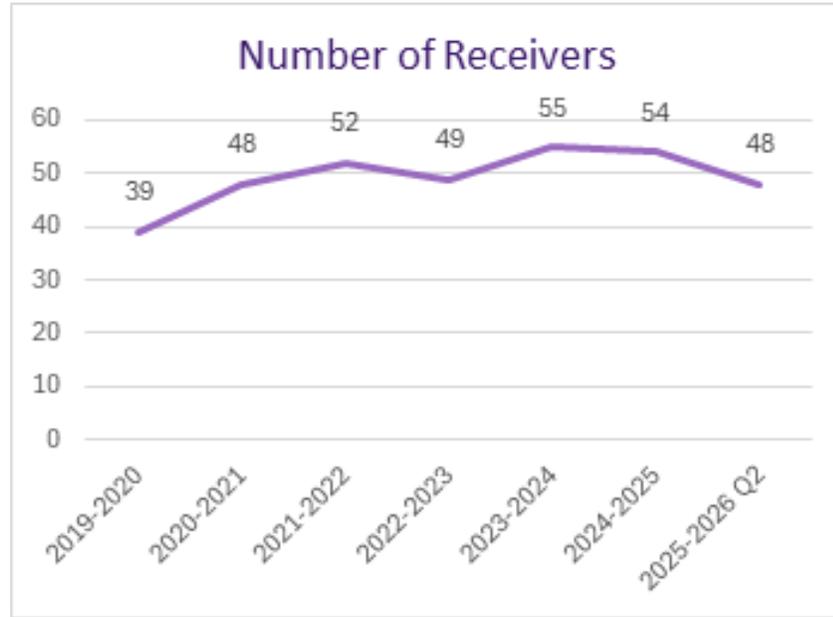
Provider growth = 27.7%

of providers sending referrals is not a clean year-over-year metric because we don't start each year from zero. But by Q2 we've reached 88% of last year's total referrer count

Caredove reports do not contain PHI so there is no way to tell if a member of the public sent more than one referral, so we assume each referral is made by a unique individual.

Services Requested





There are currently 78 CSS Providers on the AccessCSS Network but 48 providers are actively receiving referrals.



Organizational Report Cards



January 1st 2024 - December 31st 2024

E-REFERRAL SNAPSHOT

RECEIVING REFERRALS



# of internal referrals received	2
# of external referrals received	21
# of sign-ups referrals received	0
# of referrals received total	23
# of referrals closed	21

REFERRALS SENT



# of internal referrals sent	2
# of external referrals sent	2
# of referrals sent total	4

WORKING WITH OUR PARTNERS



# of referring agencies	5
Most common referrers:	
- The Ottawa Hospital Civic Campus	
- Bruyere Health	
- The Ottawa Hospital General Campus	

NOTES

- All service listings were reviewed or updated in 2024, but some may need further revisions; consider an annual internal review.
- Review user permissions to remove inactive users.
- Increase external referrals and strengthen collaboration by promoting connected care with AccessCSS; contact us to learn more about e-referrals with healthcare and service providers.
- Boost public sign-up referrals by linking your CareDove listings to your website.
- Close the loop on referrals by marking them as "closed" when complete to build trust in the e-referral process.
- Use external referrals to connect clients with additional supports like respite care, caregiver support, or dementia education.

Organizational Report Cards

SERVICE LISTINGS

Review your service listings below to identify:

1. Any CSS services that are not on the AccessCSS network but should be.
2. Inactive services that should be activated or removed
3. Active services that are no longer offered that should be deactivated or removed
4. Services where appointment booking is not required or not used but "Non Booked" says "No"
5. Services that should be accessible for public referrals but "sign-ups" says "No"

Caredove Service Category	Service Title	Service ID	Network	Status	Non-Booked	Sign-Ups	Last Edited
Adult Day Program	Day Hospice	0000	AccessCSS,	Active	Yes	Yes	2023-01-31 12:00AM
Assistive Equipment	Equipment Lending Program	0001	AccessCSS	Active	Yes	Yes	2023-10-11 11:24AM
Friendly Visiting	Home Visiting Program	0002	AccessCSS	Active	Yes	Yes	2021-06-07 2:04PM
Individual/ Family Counselling	Grief and Bereavement Services	0003	AccessCSS	Active	Yes	Yes	2025-02-07 2:34PM
Support Group	Bereavement Peer Support	0005	AccessCSS	Active	Yes	Yes	2024-12-03 4:03PM
Support Group	Grief and Bereavement Support Group	0006	AccessCSS	Inactive	Yes	No	2019-07-09 12:48PM

USERS

Review your user accounts below to identify:

1. Users that no longer need access (no longer with the organization, on leave, no longer required for role)
2. Do users with Organizational and Listings permissions need the ability to add and remove users or edit listings?
3. Do you have more than 5 users with access to referrals (Referral Delegate or Calendar Delegate permissions)? Unless you are paying for additional user accounts Caredove offers each org. 5 free user accounts with access to referrals .

First Name	Last Name	Email	Listings Permissions	Referrals Permissions	Date Last Login
First Name	Last Name	email@organization.ca	Organization Administrator	Referral Delegate	2026-01-20 9:51AM
First Name	Last Name	email@organization.ca	Listings Manager	Referral Delegate	2026-01-02 7:30PM
First Name	Last Name	email@organization.ca	Listings Manager	Referral Delegate	2023-11-27 3:06PM
First Name	Last Name	email@organization.ca	Organization Administrator	Referral Delegate	2026-01-02 6:03PM

Organizational Stats

Access Community Supports - Champlain

Home Search Listings Calendar Referrals Permissions Reports Settings

Organization Reports - Access Community Supports - Champlain

Organization Reports

View performance reports for this organization

Select Report: Please Select

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caredove



Hi Chantal 🙋
How can we help?

Recent message

Reviewing inactive listings 3h
Care-Bot: Rate your conversation

Ask a question

AI Agent and team can help

Search for help

Specify Permissions in your Organization

Service Listings Guide



Home



Messages



Help



Organizational Stats

Access Community Supports - Champlain ▾

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Organization Reports - Access Community Supports - Champlain

Organization Reports

View performance reports for this organization

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Help

Reports

Understand Predefined [Reports](#)

Download Raw Data [Reports](#)

Analyze and Reduce No-Shows
... how to analyze your Caredove [reports](#) to help
reduce missed appointments.

External Integration Submission Details in Caredove
... submission details, and [reporting](#) fields to help
you track their source and submission method.

Network Administrator Responsibilities
[Reports](#)

Understand your role as a Caredove Organization
Administrator
[Reports](#)

Route a Referral to a Partner Agency



Home



Messages



Help



Organizational Stats

Eastern Ottawa Resource Centre ▾

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English ▾ [Chantal Jolico...](#) ▾

Organization Reports - Eastern Ottawa Resource Centre

Organization Reports

View performance reports for this organization

Select Report:

Please Select ▾

Please Select

- Chart: # Inbound Referrals over Time
- Chart: # Outbound Referrals over Time
- Chart: # eBooked Appointments Provided over Time
- Chart: # Inbound Unique Referrers over Time
- Chart: # Inbound Referrals, by Primary Service Category
- Chart: # Inbound Referrals, by Requester Organization
- Chart: # Inbound Referrals, by Recipient Organization
- Chart: # Services per Inbound Referral

- Spreadsheet: Inbound Referral Summary Data
- Spreadsheet: Groups Events Summary
- Spreadsheet: Services List
- Spreadsheet: Organization Permissions List

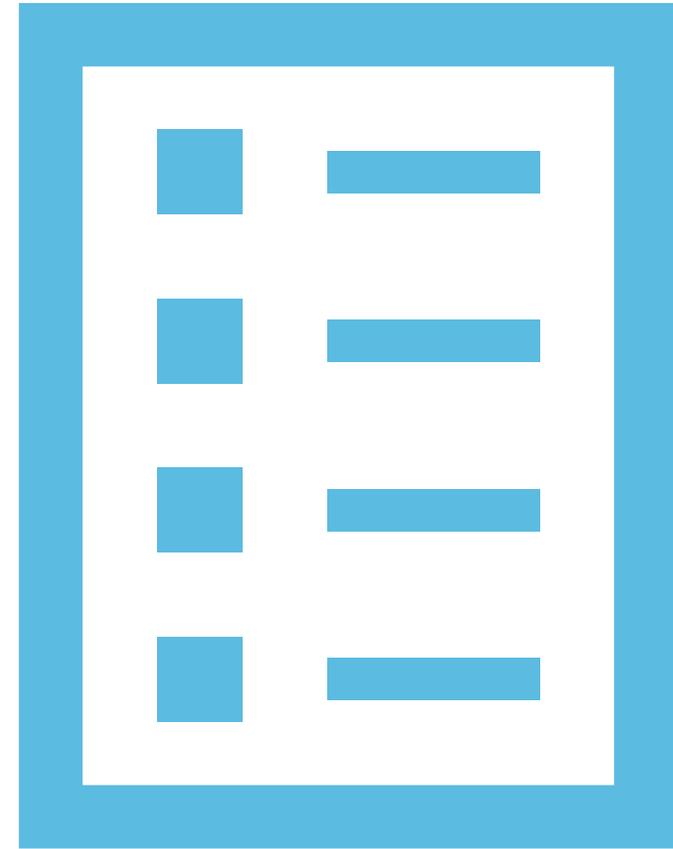
- Spreadsheet: Inbound Referral Raw Data
- Spreadsheet: Outbound Referral Raw Data
- Spreadsheet: Routed Referral Raw Data

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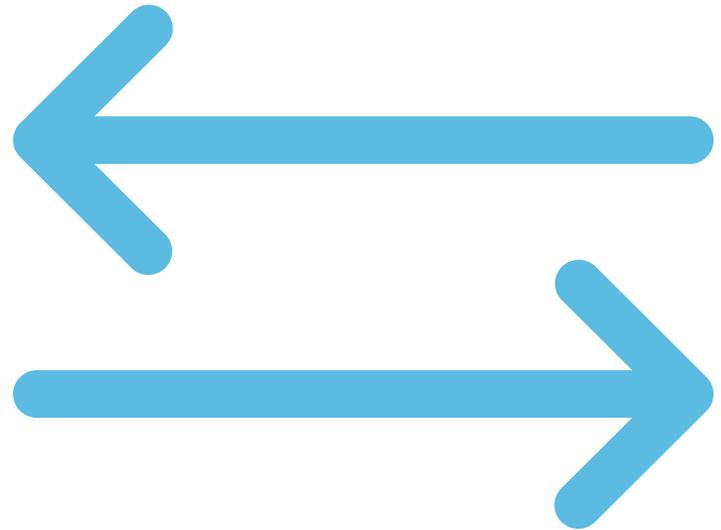
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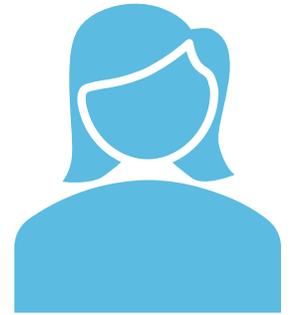
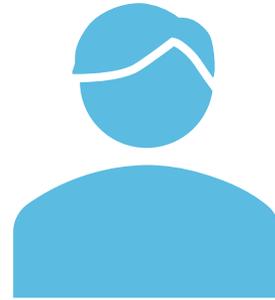
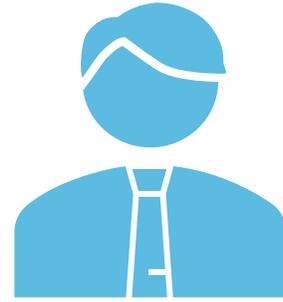
Our service listings and how people can access them



**How are
we using
e-referral**



**Who is
sending us
referrals ?**



What Services and Supports are requested?



