

# Ocean eReferral Network: Quick Reference Guide

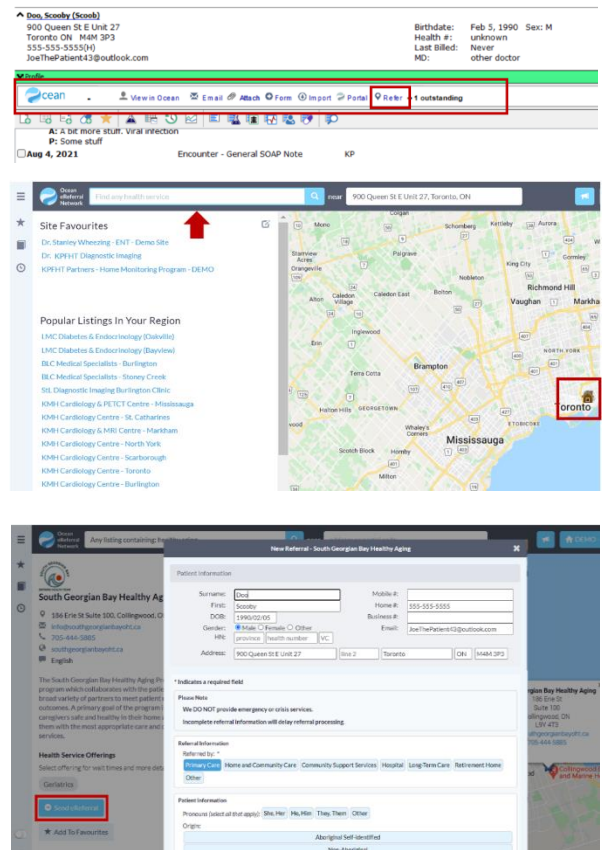


## South Georgian Bay Ontario Health Team

Use this guide as a reminder of how to initiate referrals using the new Ocean eReferral platform.

### Sending an eReferral: Physician's Role

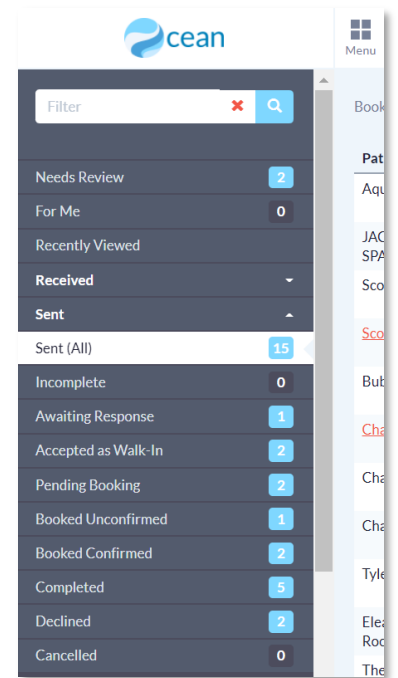
- Start:** A new eReferral can be initiated from a patient's chart in Telus PS Suite by clicking on the "Refer" button on the Ocean toolbar. If you do not have the Ocean toolbar, please [submit a ticket](#) to get it installed
- This action will launch the Healthmap service directory in a new browser window and open to the address of the patient.
- Receivers can be located by using the search bars. Any site marked with a green "Live" icon is actively receiving eReferrals.
  - To refer the patient to the South Georgian Bay Healthy Aging program, type in 'healthy aging' in the search bar.
- When the desired recipient is found, select "Send eReferral". This button will display the referral form used by the site and require your input.
- Once the form has been completed, click the "Send eReferral" option found at the bottom of the form.
- All sent referrals can be found under the "New" folder of the "Sent" section in your eReferral Portal page.



### Managing an eReferral: Admin's Role

Accessing this information is voluntary, and a status of the referral can also be seen directly from the patient's chart.

- Referral notification emails will be sent to your inbox from [no-reply@cognisnatmd.com](mailto:reply@cognisnatmd.com) when action is required in the Ocean Portal.
- Important inboxes from the **Sent** folder:
  - **Needs Review** – any new items that require your attention will be flagged in this folder.
  - **Awaiting Response** – the receiving provider has yet to respond to a request.
  - **Incomplete** – a new referral has been started, but not sent.
  - **Pending Booking** – awaiting an appointment from the receiver.
  - **Booked Unconfirmed/Confirmed** – The referral has a scheduled appointment, but the patient will be required to confirm the date and time.
  - **Completed** – all completed referrals.
  - **Declined** – any referrals sent by your clinic that have been declined by the receiving site.
- \*eReferral records are only stored on the Ocean Portal for 1 year. Always download records on a regular occurrence.



### Quick Tips

- The **Messaging** section of a referral record can be used to contact the receiver and add additional attachments.
- CognisantMD has a library of support resources that can be found under the **Support** tab seen here.
- Any additional questions can be directed to [ereferral@healthce.ca](mailto:ereferral@healthce.ca)

