

eReferral Update

Exciting New Ocean Feature

Support Sites Launched

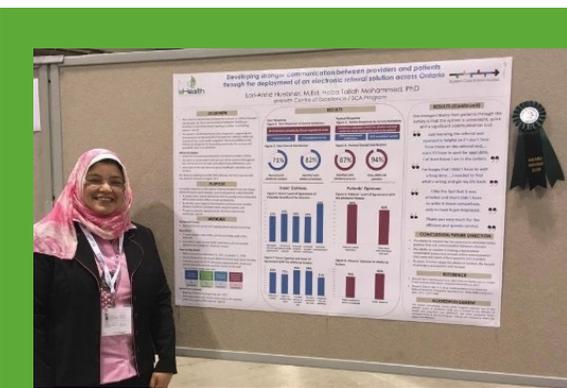
Within your Ocean site’s administrative settings you can now select a “support site”, which will make it even easier for the System Coordinated Access team to help with set up, troubleshooting and providing support to your Ocean site remotely. To add a support site:

- 1) Go to your “Admin” tab on your Ocean dashboard
- 2) Type “**WW SCA Support Team**” and select save changes
- 3) Confirm your support site by selecting “add support site”



Getting support from your local change management specialist is easier than ever!

E-mail us with questions: ereferral@ehealthce.ca

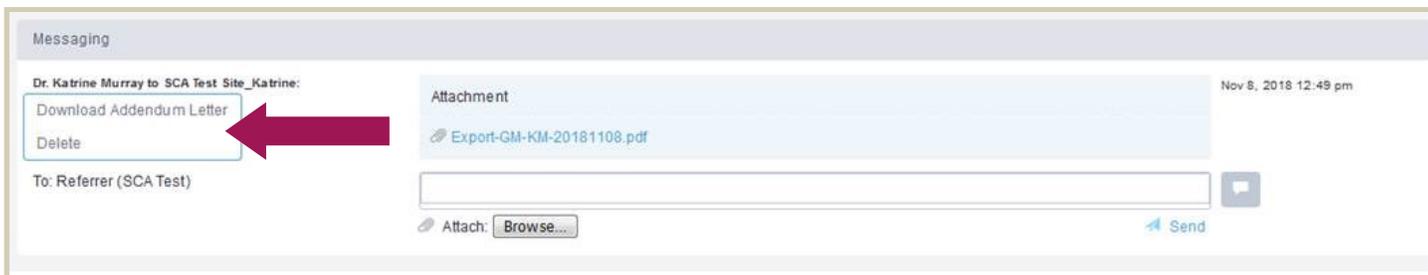


DID YOU KNOW?

The SCA Program was recently recognized with a Poster of Distinction Award at a Health Quality Ontario (HQO) HQT event for their poster entitled “Developing stronger communication between providers and patients through the deployment of an electronic referral solution across Ontario”

QUICK TIP: Deleting Attachments

There may be an instance where you need to delete an attachment after a referral was sent (e.g. incorrect imaging attached). **Simply click on your name in the messaging panel which will expose the delete option.** Please note all deletions will log in the event log for auditing purposes.



How to Stay Up to Date

The Ocean platform is constantly changing and evolving to incorporate feedback and improve the user experience. There are a couple ways that you can be sure that you are staying up to date with the current features:

1) **Join our Quarterly Review:** each quarter we walk end users through the changes which have occurred on the platform over the past couple months. To get on the quarterly review mailing list please email ereferral@ehealthce.ca

2) **Announcements Icon:** click on the announcements icon in your Ocean dashboard to get information on the latest updates etc.



3) **Release Notes:** sign up for Ocean release notes to get product updates emailed to you. You can choose to follow various Ocean updates at <https://support.cognisantmd.com/hc/en-us/categories/204519528>

Privacy Tip– Training

The eHealth Centre of Excellence provides a highly skilled team of certified privacy professionals to help you manage the privacy aspects of your practice, including the use of digital health tools.

Our privacy practitioners have worked with hundreds of health service providers and healthcare organizations to ensure compliance with privacy legislation. We provide the following training options, free of charge:

Online training privacy training: our online training courses are delivered through a learning management system that allows learners to complete training on their own schedules. Our training courses include quizzes and personalized certificates to evidence successful course completion.

In-person training: An in-person training session (small or large group) can be tailored to reflect your organization's operational/legal environment and its privacy policies, procedures and practices.

To learn more please e-mail ereferral@ehealthce.ca

QUICK TIP: Orthopedic Assessment Summaries

Orthopedic Assessment Centres (OACs) are available in the region to assess all moderate to severe hip and knee osteoarthritis referrals. For **referrals sent via the Ocean eReferral network, patient assessment summaries will be returned to your office via the eReferral solution.** Please follow these steps to access the summary:

1. On the Ocean portal, select the patient's referral and go to the messaging pane
2. Click on the attachment to download the PDF
3. Go to the patient's chart and press CTRL + R (Windows) or COMMAND + R (Mac) *
4. Enter the appropriate information based on your clinics workflow.
5. Drag and drop the attachment onto the new note that was created*

*Applies to Practice Solutions EMRs

The screenshot shows an email from Johnny Rock to DEMO WW with two PDF attachments: 'Orthopedic Assessment - Knee.pdf' and 'Orthopedic Assessment Summary - Surgical.pdf'. Below the email is a screenshot of a patient's medical chart in the Ocean platform, with a red arrow pointing to the 'Attachments' section where the PDFs are visible. The chart shows patient information, current symptoms (Arthritis in knees), past medical history, family history, medications, and social history.