

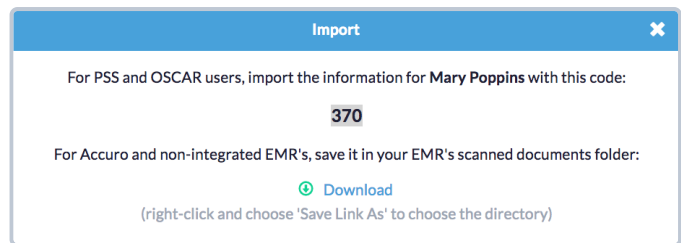
# Guide to Receiving eReferrals (for Accuro Users)

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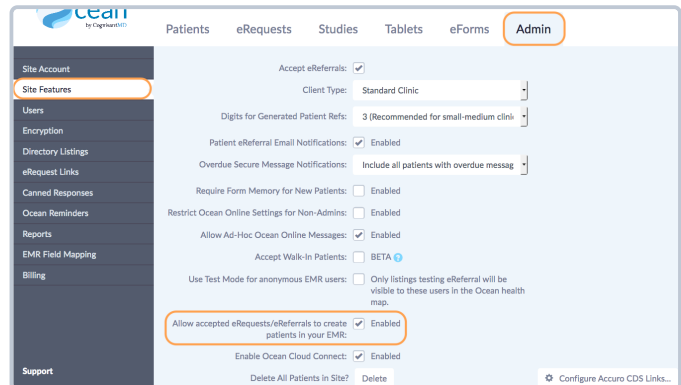
1. Importing eReferral Requests into Your EMR	Learn how to import notes from eReferral requisition forms from the <a href="#">eRequests tab</a> of the Ocean Portal into the patient's chart in your EMR.
2. Managing Incoming eReferrals	Learn about where eReferrals appear and move within the <a href="#">eRequests tab</a> of the Ocean Portal, as well as how incoming eReferrals can be managed.
3. Viewing a Patient's Referral History	If you ever need to inquire about any Ocean eReferral(s) that have been received and processed for a certain patient in the past, you can easily look this up in the patient's eReferral history in Ocean.
4. Creating Inbound Requests	If your Ocean site receives referrals by phone or fax, you can convert these into Ocean eReferrals by creating an inbound Website form requests.
5. Managing eReferral Wait Times	Learn how Ocean automatically calculates wait times for health services and how you can specify your own instead.
6. Backing Up Your eReferrals	It's a good idea to keep a backup of all your Ocean eReferrals, as they are purged from the Ocean Portal over time.
7. Accessing eReferral Analytics	<p>Ocean sites receiving eReferrals can access analytics data about eReferrals received over time by downloading a report from the <a href="#">Admin tab</a> of the Ocean Portal.</p> <p>Since referral analytics do NOT contain any patient health information, they are always maintained within Ocean, which means that analytics data can be accessed and downloaded at any time.</p>

## Importing eReferral Requests into Your EMR

After you've accepted an eReferral, an **"Import"** window will appear.

A screenshot of an 'Import' window. It has a blue header with the word 'Import' and a close button. The main text says: 'For PSS and OSCAR users, import the information for **Mary Poppins** with this code: **370**'. Below that, it says: 'For Accuro and non-integrated EMR's, save it in your EMR's scanned documents folder:'. There is a green download icon and the word 'Download'. At the bottom, it says '(right-click and choose 'Save Link As' to choose the directory)'.

If you are using **Accuro** and are accepting eReferrals from new patients (that don't have a record in your Accuro EMR yet), you will want to ensure that your site is set up to allow Ocean to create patients in your EMR. You can enable this by going into the **Admin** tab of your Ocean Portal, entering the **"Site Features"** section, checking off the **"Allow accepted eRequests/eReferrals to create patients in your EMR"** checkbox, and then saving your changes.

A screenshot of the Ocean Portal Admin interface. The 'Admin' tab is selected in the top navigation bar. On the left, the 'Site Features' section is highlighted in the sidebar. In the main content area, under 'Accept eReferrals', the 'Allow accepted eRequests/eReferrals to create patients in your EMR' checkbox is checked and highlighted with a red box. Other settings like 'Client Type', 'Digits for Generated Patient Refs', and 'Patient eReferral Email Notifications' are also visible.

Then, when you accept a new eReferral, the referral note should either **automatically** be uploaded into the patient (with matching health number)'s chart in Accuro, or a new record in Accuro for that patient will be created, and the note uploaded into that newly-created chart.

For more detailed instructions on how to import patient notes from the eRequests tab into a patient's chart in your EMR, please refer to ["Importing Website Form Submissions from the Ocean Portal to an EMR"](#).

## Managing Incoming eReferrals

You can view and manage all of your received eReferrals from the **eRequests** tab of the Ocean Portal.

Simply click on the patient to manage its next steps, including triaging the referral, accepting the referral, booking an appointment for the referral, sending a message to the referrer, etc.

- A.** Once you receive a **new eReferral** or if there is a **status change** in any of your eReferrals, your clinic's indicated referral notification email address will be sent a **notification email**. Please refer to the ["eReferral Notification Email Rules"](#) article to learn more about who, when, and why Ocean eReferral notification are sent.
- B.** The **referred patient** will also be sent email updates about their eReferral, provided that an email address was included in the original referral and the referral indicates that patient consented to be contacted via email.

- C. All incoming eReferrals will appear in under the **eRequests** tab in the Ocean Portal.

**Note:** Please review "[What do the Different eReferral Inboxes Mean?](#)" to learn more about the different inboxes that are used to manage eReferrals.

The screenshot shows the Ocean Portal interface with the 'eRequests' tab selected. On the left, there is a sidebar with a search filter and a list of referral statuses: Needs Review (1), For Me (0), Recently Viewed, Received, New (2), Pending Booking (2), Booked Unconfirmed (3), Booked Confirmed (2), Awaiting Reply (0), Walk-Ins (0), All Received, Completed, Forwarded (All), Declined, Canceled, and Sent. The main area displays a table of referrals with columns: Patient, MRN, DOB, Description, Date Sent, Source, Site, and Provider. The table lists several referrals, including James Bond, Meganne Test, and Poppy Six. A dropdown menu for 'Description' is open, showing a list of medical specialties like Rheumatology, Orthopedics, and Diabetes Education.

- D. There are several features available to help isolate specific referral(s). The "Filter" search box allows you to search by patient surname, referring clinician name, or provider name. The listing dropdown menu allows you to choose referrals for a specific listing or health service offering within that listing. You may also sort referrals by the "Description", "Date Sent", "Source", "Site", "Provider", "Protocol", "Priority", or "Noted" columns. Click the column description once to sort the referrals in ascending values, and click it again to sort them in descending values.

This screenshot is similar to the previous one, but the 'Description' dropdown menu is open, showing a list of medical specialties. The list includes: Acquired Brain Injury, Rheumatology CognisantMD Sample Site, Rheumatology, Orthopedics, Surgery: Foot, Surgery: Ankle, Plastic Surgery, Ophthalmology, Demo Specialist Clinic, All-Demo Specialist Clinic, Diabetes Education, Diabetes Specialist Management, Endocrinology, Nephrology, Ophthalmology, Lower Limb Services, Chiropractic, or Podiatry, and Orthopedics.

- E. Click anywhere on the line of your selected referral to open it.

**Note:** To learn more about the various icons and buttons you will see when managing incoming eReferrals, please review "[What do the Icons and Buttons in eReferrals Mean?](#)"

- F. If the patient demographic information requires correction, click the icon beside their name to update these fields. Use the "Accept" or "Decline" buttons to accept or decline the referral.

**Note:** This will move the referral to your **Pending Booking** or **Declined** inbox depending on which option is selected.

The screenshot shows the details for a referral for Chris Adams. It includes patient information (DOB: Apr 4, 1990, Age 28, HN: ON 1234567890, 123 Main Street, Toronto, ON M1A1A1, 555-444-3333 (M)), referral information (Referred by: Dr. Shawn French, Main Street Medical, 123 Main Street, Guelph, ON L1A1A1, Billing # 123456, CPSO # 12345, 555-444-3333), and a 'Scheduling' section with fields for Appointment, time, and Estm. Wait. There are buttons for 'Decline', 'Accept', and 'Done' at the bottom right.

- G. If the referral requires review by another user at your site, use this button to select the individual and notify them.

**Note:** This action will move the eReferral to your **Needs Review** inbox.

This screenshot is identical to the previous one, but the 'Needs review:' field at the bottom left is highlighted with a yellow box, indicating where to click to select a reviewer.

- H. Use the scheduling pane to enter the patient's appointment information and any relevant booking notes. If the appointment has already been confirmed with the patient, select the checkbox.

**Note:** This will trigger a message to the patient and referrer including the appointment date and time as well as any additional messaging included in the text box or attachments that have been indicated. If the appointment has not been confirmed, the patient will have the option of confirming the appointment electronically.

The screenshot shows the 'Chris Adams' patient referral form. The 'Scheduling' pane at the bottom is highlighted with an orange box. It contains fields for 'Appointment' (with a calendar icon), 'time...' (with a clock icon), 'Estm. Wait:' (with a dropdown arrow), and a 'Confirmed' checkbox. Below these is a text area for 'Comments for Referrer and Patient:'. At the bottom of the pane are 'Decline', 'Accept', and 'Done' buttons. The top of the form shows patient details, referral information, and an 'Action' menu.

- I. If an appointment can not be scheduled right away, you can communicate an estimated wait time to the referring provider by selecting it from the "Estm. Wait:" drop down menu in the scheduling pane. This action will update the status of the referral for the referring provider but will not trigger an email notification unless booking comments are added.

- J. To update wait times for multiple referrals at once, select "Update Wait Times" from the "Actions" menu in the eRequests tab. Enter the health service you would like to update along with the updated wait times. You may optionally specify the priority or dates to limit the update to apply only to specific referrals.

The 'Update Wait Times' dialog box is shown. It has a title bar with a close button. The main content area is titled 'For unbooked referrals matching...'. It contains several input fields: 'Health service:' (with a dropdown menu showing 'Diagnostic Imaging'), 'Priority:' (with a dropdown menu), 'Sent after:' (with a date field showing 'Nov 1, 2018'), 'Sent before:' (with a date field), 'Set est. wait time 1 to:' (with a dropdown menu showing '3-4 Weeks'), and 'Set est. wait time 2 to:' (with a dropdown menu showing '1-2 Weeks'). At the bottom are 'Cancel' and 'Update Wait Times' buttons.

- K. Use this action menu to access additional functions available to you, such as printing, downloading, or exporting the referral. You may also forward, cancel, or delete the referral from this menu. If the referral has been forwarded incorrectly, you may also revoke the forwarded referral here. Other options include adding a related (child) referral, viewing past referrals for this patient, moving the referral to your **Awaiting Reply** inbox, or marking/unmarking it as a test referral. You may also view the referral event log that indicates any action that has been completed on the referral from this menu.

The screenshot shows the 'Chris Adams' patient referral form. The 'Action' menu is highlighted with an orange box. It contains options: 'Print Receipt', 'Download Letter', 'Export', 'View Event Log', 'Referral History', 'Forward...', 'Add Related Referral...', 'Await Reply', 'Delete Referral', 'Cancel Referral', and 'Unmark Test Referral'. The 'Scheduling' pane is visible below the menu.

- L. Add a note to the referral using free text or one of the options from the drop-down menu here. You may also triage the referral using the "Review..." option.

The screenshot shows the 'Chris Adams' patient referral form. The 'Notes' pane is highlighted with an orange box. It contains a 'New Note:' text area and a 'Patient's Note' section. Below the 'Patient's Note' section is a dropdown menu with the 'Review...' option highlighted. The 'Scheduling' pane is visible below the notes.

M. You may exchange information securely with the referrer using the Messaging pane of the referral. Enter any text, [canned responses](#), or attachments you would like to send and then press the "Send" button. The recipient will then be notified of your message by email and may log in to the Ocean portal to view it securely.

The screenshot shows a window titled "Amanda Smith" with a sub-header "X-Ray / Radiography (Test Referral)". It includes fields for MRN (138) and an Action menu. The "General" tab is active, displaying patient information: Amanda Smith, DOB: Apr 23, 1980, F, Age 38, HN: ON 1234567988 AD, and contact details. It also shows the referrer: Jeff Kavanagh, Demo Site, 1234 Main St, Toronto, ON, with contact information. A "Referral Note" and "Scheduling" section are visible. The "Messaging" pane is highlighted with an orange border, showing a message from Dr. Jeff Kavanagh to Referrer (Demo Site) dated Jun 1, 2018 11:12 am, with the text "Please send x-rays for relevant joint." and a "Send" button.

## Viewing a Patient's Referral History

For sites **receiving** eReferrals, it may be valuable to know if the patient has been referred to your site before, and some details of the previous referral(s). Fortunately, you can view a patient's "Referral History" directly from the [eRequests](#) tab of the Ocean Portal.

**Note:** A health card number and birth date **must** be included in the referral, in order for Ocean to identify the patient's referral history. This is because these two values are used to generate a unique patient identifier that is stored in Ocean with the referral.

The "Referral History" captures the following referral information: **Description, Status, Referring Site, Booked Date, Referral Date, Referrer, Provider, Protocol, and Priority.**

Referral History for Max Rockatansky								
Description	Status	Referring Site	Booked Date	Referral Date	Referrer	Provider	Protocol	Priority
MRI Brain	- Appointment: Jul 31, 2017 at 2:30 PM - The referral was marked by its recipient as complete.	Demo Site	Jul 31, 2017 2:30 pm	Jul 31, 2017 9:29 pm	Dr. Douglas Gordon Kavanagh	Galt Hospital Imaging		
X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:29 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
Bone Mineral Density; X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:54 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
MRI Head and Neck	Booked - Appointment: Aug 24, 2017 at 3:30 PM - Archived	Demo Site	Aug 24, 2017 3:30	Aug 14, 2017 9:52	Dr. Douglas Gordon Kavanagh	Galt Hospital		★

Similar to referral analytics, because this referral history contains no patient health information (PHI), this data is **not** purged from Ocean over time. This means that if you were to receive a referral for a patient today, their referral history can still be viewed ten years from now.

If a previous referral is still in Ocean at the time that it's viewed, this referral **can be selected** from the "Referral History" window. This will open the referral, allowing you to view further details about this referral.

There are **three methods** to view a patient's previous referral(s) (i.e. "Referral History"), as outlined below.

### "Open File" Icon

When viewing referrals under the **eRequests** tab of the Ocean Portal, there may be an **"Open File"** icon displayed on the far right hand side of the referral.

Patient	MRN	DOB	Description	Date Sent	Source	Site	Protocol	Priority	Noted
Marcus Abel	82-03-05		MRI Brain	Jun 1, 2018 11:49 am	Dr. Cognisant MD	Demo Site			
Marcus Abel	82-03-05		MRI Brain	Jun 1, 2018 11:48 am	Dr. Cognisant MD	Demo Site			
Marcus Abel	82-03-05		MRI Brain	Jun 1, 2018 11:47 am	Dr. Cognisant MD	Demo Site			
James Bond	28-09-19		X-Ray / Radiography	May 14, 2018 11:14 am	Hope Latam	Demo Site	Oral	P2	18/05/14 11:52 am
Bob Builder	67-08-07		Gastric / Minor Fluoroscopy	May 9, 2018 2:01 pm	Hope Latam	Demo Site			18/05/09 4:25 pm
Patrick Star	82-03-05		Ultrasound	May 1, 2018 4:31 pm	Dr. Test Analytics	OSCAR Demo			
Max Rockatansky	82-03-05		Bone Mineral Density	Apr 18, 2018 2:54 pm	Douglas2 Gordon Kavanagh	Demo Site			18/05/28 11:25 am

This is a **quick flag** to indicate that there was at least one previous referral for the patient at your site. Simply **click this icon** to open and view the patient's referral history.

Description	Status	Referring Site	Booked Date	Referral Date	Referrer	Provider	Protocol	Priority
MRI Brain	- Appointment: Jul 31, 2017 at 2:30 PM - The referral was marked by its recipient as complete.	Demo Site	Jul 31, 2017 2:30 pm	Jul 31, 2017 9:29 pm	Dr. Douglas Gordon Kavanagh	Galt Hospital Imaging		
X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:29 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
Bone Mineral Density: X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:54 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
MRI Head and Neck	Booked - Appointment: Aug 24, 2017 at 3:30 PM - Archived	Demo Site	Aug 24, 2017 3:30	Aug 14, 2017 9:52	Dr. Douglas Gordon Kavanagh	Galt Hospital		*

## Action Menu

If you already have a specific patient's referral open, the referral history can be accessed from the **Action** menu at the top right corner of the referral.

Max Rockatansky		MRN:	Action
<b>Max Rockatansky</b> Bone Mineral Density (Test Referral) General For: Galt Hospital Imaging Sent by Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P. via Directory on Apr 18, 2018 2:54 pm (received May 28, 2018 11:25 am) Patient: Max Rockatansky dob: Mar 5, 1982 M age 36 HN: ON 2222222222 Applewood Cambridge, ON N15 4K2 dkavanagh@cognisantmd.com 519-740-7777 (H) 519-740-5555 (M)		Notes Master Referral Notes: New Note: Patient's Note	Print Receipt Download Letter Export View Event Log <b>Referral History</b> Forward... Add Related Referral... Await Reply Delete Referral Cancel Referral Unmark Test Referral

Simply open this **Action** menu and then select **"Referral History"** to see if there were any previous referrals at your site for that patient.

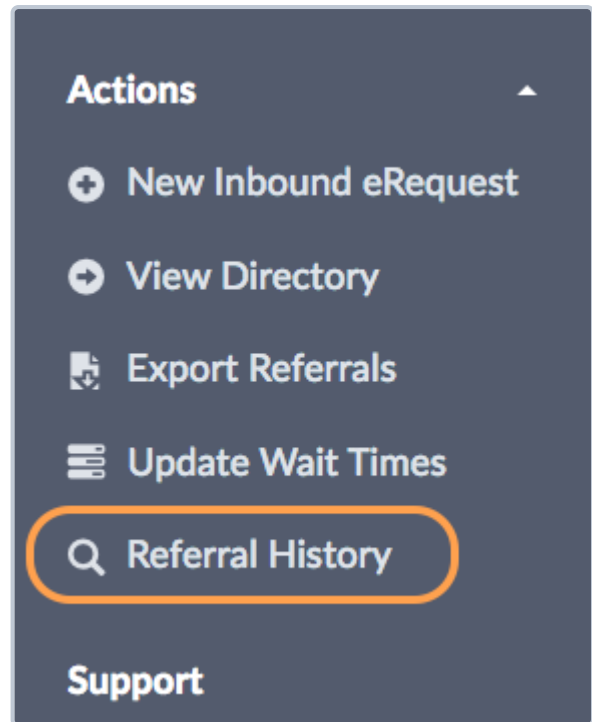
Description	Status	Referring Site	Booked Date	Referral Date	Referrer	Provider	Protocol	Priority
MRI Brain	- Appointment: Jul 31, 2017 at 2:30 PM - The referral was marked by its recipient as complete.	Demo Site	Jul 31, 2017 2:30 pm	Jul 31, 2017 9:29 pm	Dr. Douglas Gordon Kavanagh	Galt Hospital Imaging		
X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:29 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
Bone Mineral Density: X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:54 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
MRI Head and Neck	Booked - Appointment: Aug 24, 2017 at 3:30 PM - Archived	Demo Site	Aug 24, 2017 3:30	Aug 14, 2017 9:52	Dr. Douglas Gordon Kavanagh	Galt Hospital		*

## Referral History Search

If there is **no referral** for a specific patient currently sitting in the **eRequests** tab of your Ocean Portal, you can still **search** for that specific patient's referral history.

This is useful if you have received a referral via fax and would like to see if there are records of any previous referrals for this patient in Ocean, for example.

To search for a patient's referral history, go into the [eRequests tab](#) of the Ocean Portal. From the **Actions** menu at the bottom left, select "**Referral History**".



Enter the patient's **birth date** and **health card number**, then select "Search".

If **no previous referrals** are found, you will see a pop-up window, informing you as such.

Otherwise, the "**Referral History**" window will appear.

Description	Status	Referring Site	Booked Date	Referral Date	Referrer	Provider	Protocol	Priority
MRI Brain	- Appointment: Jul 31, 2017 at 2:30 PM - The referral was marked by its recipient as complete.	Demo Site	Jul 31, 2017 2:30 pm	Jul 31, 2017 9:29 pm	Dr. Douglas Gordon Kavanagh	Galt Hospital Imaging		
X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:29 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
Bone Mineral Density; X-Ray / Radiography	Awaiting Initial Review	Demo Site		Apr 18, 2018 2:54 pm	Douglas2 Gordon Kavanagh B.S.E., M.D., C.C.F.P.	Galt Hospital Imaging		
MRI Head and Neck	Booked - Appointment: Aug 24, 2017 at 3:30 PM - Archived	Demo Site	Aug 24, 2017 3:30	Aug 14, 2017 9:52	Dr. Douglas Gordon Kavanagh	Galt Hospital		*

## Creating Inbound Requests

If your Ocean site receives referrals by **phone or fax**, you can convert these into Ocean eReferrals by creating an **Inbound Website Form Request** by following the steps outlined below.

A. Log in to the [Ocean Portal](#) and navigate to the **eRequests** tab.

B. Expand the "Actions" menu at the bottom left and select "New Inbound Referral".

The screenshot shows the Ocean Portal interface with the 'eRequests' tab selected. The left sidebar contains a menu with 'Actions' expanded, highlighting 'New Inbound eRequest'. The main area displays a table of eRequests with columns: Patient, MRN, DOB, Description, Date Sent, Source, Site, Protocol, Priority, and Noted. Two entries are visible: 'Test Patient' and 'Patrick Star'.

C. Select the **source** for the new referral.

The dialog box titled 'Source for Inbound Referral' contains the question 'How was this new referral received?'. Below the question are three blue buttons: 'Fax', 'Phone', and 'Other'.

D. If there are **multiple listings** tied to your site, you will be prompted to select which listing the referral was directed to.

The dialog box titled 'Choose a directory listing for eRequest' contains the text 'You have multiple listings associated with your site. Choose the appropriate listing below:'. Below this text are two blue buttons: 'Bloor West Physiotherapy & Sports Medicine Centre' and 'CognisantMD'.

E. Complete the patient information and all relevant fields on the referral form, including the date the referral was sent if it differs from the current date.

The 'Patient Information' form includes the following fields and sections:

- Patient Information:** Surname (Test), First (Referral), DOB (1990/09/05), HN (ON 4545454545), Address (123 Main Street, line 2, Toronto, ON), Mobile #, Home #, Business #, Email (test@cognisantmd.com).
- Service:** Miscellaneous (dropdown), Quick Referral Form (button).
- Referral Date:** Oct 24, 2018.
- Reason for Referral:** Referral Note (text area).
- History:** (text area).
- Include CPP:** (checkbox).
- Include Labs:** (checkbox).
- Personal Health Information:** (checkbox, with note: 'Personal Health Information that is medically relevant to this referral has not been disclosed at the request of the patient.').
- Attach File:** Browse... (button), No files selected.



- F. Enter the referrer's information or click "**Import...**" to auto-populate the information from the referrer's directory listing.

- G. To import the referrer, type their name into the text box and choose their listing from the list of results.

**Note:** If any information requires updating, update these fields in the "**Referrer's Information**" pane of the eReferral and it will be saved for next time.

Name	Address	Wait Time	Distance
Dr.J.Scott Peaker	14 Elm St		
Dr.Khurrum Ashraf	55 Northfield Drive East		
Dr.Stan Waese Orthodontics	4800 Leslie St #204		
Dr. Abdullah Alobaid	399 Bathurst Street UHN Toronto Western Hospital - Division of Neurosurgery		
Women's College Reserach Institute	790 Bay Street		

Matching Listings (10)

- H. When all of the information for the referral has been entered, click the "**eRefer**" button in the bottom right corner of the window.
- I. The eReferral will now appear in the "**New**" inbox in the **eRequests** tab of your Ocean Portal. These inbound eReferrals **can be managed** in the same way as any other Ocean eReferral, with the exception that **NO** referral notifications will be sent to the referrer through Ocean.

Patient	DOB	Description	Date Sent	Source	Provider	Priority	Noted
Inbound Test	96-06-07	Diabetes Education	Mar 6, 2018 4:17 pm	Dr. Smoke Test			
Smoke Test	90-05-04	Diabetes Education	Feb 12, 2018 3:33 pm	Hope Latam			
Decimals Test	01-01-01	Diabetes Education	Feb 12, 2018 11:13 am	Hope Latam			
Hope Latam-Test	91-08-19	Diabetes Education	Nov 6, 2017 10:52 am	Hope Latam	WW Diabetes Central Intake Service	17/11/06 10:53 am	✓
ReportAnalytics TestSiteName	00-01-01	Diabetes Education	Oct 11, 2017 10:43 am	Test Doc	WW Diabetes Central Intake Service		✓

## Managing eReferral Wait Times

Ocean automatically calculates wait times on a nightly basis for each health service offering in your listings. Ocean uses **eligible eReferrals** sent over the past six months for the calculations.

**Note:** Some eReferrals are excluded from wait times if there are notes entered in the referral that indicate the appointment was delayed by patient availability. If there are any **dates affecting readiness to consult and treat** entered, those periods will be removed from the wait times as well.

To view the wait times for your directory listing(s), navigate to that listing in the **Ocean Portal** and complete the steps below.

- A. Select the **directory listing** and **health service offer** that you would like to view the wait times for.

Demo Specialist Clinic View Listing Add New Listing Unclaim Listing Delete Listing

The following information will appear in our public directory.

Contact Information

Service Details

Description:

Offers: Diabetes Education Diabetes Specialist Management Endocrinology Nephrology Ophthalmology  
Lower Limb Services, Chiroprody, or Podiatry Orthopedics Add type a health service

Languages: English Add type a language

Appointment Labels: Appointment Add appointment type

Tags: Add type a tag

Clinician Information: View

Referral Form: Choose...

Online booking URL:

External System URL: ☐ Wait for a Dynamic External URL on referral creation.

Central Intake Listing: Type the name of a listing, then select it from the list of results.

- B. In the **offer details**, click the wait time next to Wait Time 1 or Wait Time 2 depending on which wait time you would like to view.

Diabetes Education

Program Name:

Reference: 2bcd92e2-02a4-4c97-864b-311f0d3cbd23  
Regional Favourite: Clear Set

Details:

Accepting Referrals: ☒ Unknown ☐ Yes ☐ No

Accepting Self Referrals: ☒ Unknown ☐ Yes ☐ No

Accepting eConsults: ☒ Unknown ☐ Yes ☐ No

Wait Time 1: Unspecified

Wait Time 2: Unspecified

Custom Referral Form: + Choose...

Requisition File: Browse... No file selected.

Patient Handout: Browse... No file selected.

Remove Service Cancel OK

- C. From this window, you can view Ocean's calculated wait times and the details about how they were calculated.

Wait Time Information

This wait time is "Wait 1", the time until the initial consult.

Displayed Wait Time: Unavailable

Claimed Wait Time:

90% Within Wait Time: 49 days

Average Wait Time: 22 days

Sample Size: 3

Standard Deviation: 20.64

Exclusion Count: 0

Last Calculated: Oct 23, 2018 11:11 am

Last Updated:

Public Comments:

Wait times are generally calculated on a nightly basis based on eligible referrals from the past 6 months.

Cancel OK

- D. If you would like to specify a different wait time than the one that was calculated automatically, use the drop down menu beside **Claimed Wait Time** to choose the appropriate option.

The [Ocean Healthmap](#) will display wait times in a new feature coming soon!

### Wait Time Information

This wait time is "Wait 1", the time until the initial consult.

Displayed Wait Time:  
**Claimed Wait Time:**

90% Within Wait Time:  
Average Wait Time:  
Sample Size:  
Standard Deviation:  
Exclusion Count:  
Last Calculated:  
Last Updated:

Unavailable  
Walk-In  
1 Day  
2 Days  
3 Days  
4 Days  
5 Days  
6-10 Days  
10-14 Days  
1-2 Weeks  
2-3 Weeks  
3-4 Weeks  
4-6 Weeks  
6-8 Weeks  
9-10 Weeks  
10-12 Weeks  
3-4 Months  
4-6 Months

Public Comments:

Wait times are generally calculated on a nightly basis based on eligible referrals from the past 6 months.


CancelOK

**Note:** You can also view individual wait times using your [eReferral Analytics](#).

## Backing Up Your eReferrals

As Ocean eReferrals are purged from the Ocean Portal over time, it is recommended that you **keep a backup** of the referrals received at your site. This can be done on a weekly basis, by following the steps below:

- A. Log in to the Ocean Portal and navigate to the [eRequests](#) tab.



PatientseRequestsstudiesTabletseFormsAdmin

Filter

All - Demo Site

New

Deletion Warnings

Outstanding

Needs Review

For Me

Pending Booking

Booked Unconfirmed

Booked Confirmed

Awaiting Reply

Recently Viewed

All Received

Processed

Sent

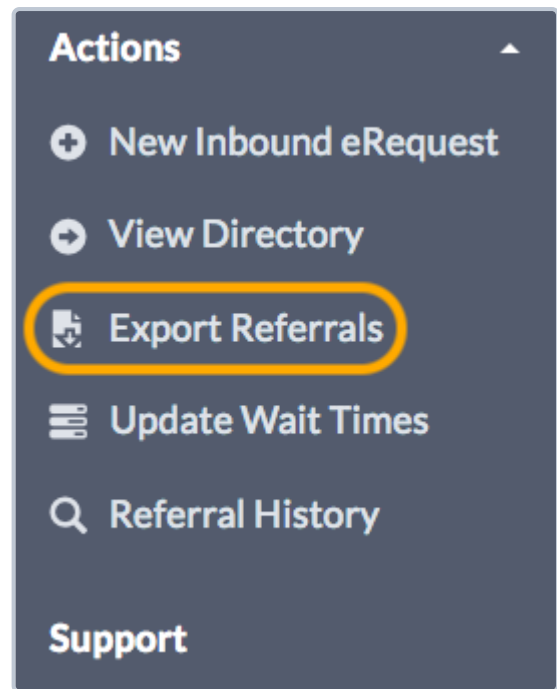
Actions

Support

Patient	MRN	DOB	Description	Date Sent	Source	Site	Protocol	Priority	Noted
PATRICK STAR	94-06-15	CT		Jan 30, 2018 5:42 pm	Jeff Kavanagh	OSCAR Demo			
InboundRequest Analytics	86-05-04	Mammogram		Jan 26, 2018 9:17 am	Dr. Hope	Hope's Test Site			
Mr Banks	50-01-10	Patient Intake		Jan 5, 2018 10:49 am	Patient	Demo Site			
Charlie Brown	00-01-01	Patient Intake		Jan 5, 2018 10:34 am	Patient	Demo Site			
Charlie Brown	00-01-01	Patient Intake		Jan 5, 2018 10:34 am	Patient	Demo Site			
SafariPrint Test	65-07-06	Ultrasound		Jan 4, 2018 1:59 pm	Hope Latam	Demo Site			
Hope Test		Prescription Renewal - Demo		Jan 2, 2018 1:46 pm	Patient	Demo Site			
Test DKSharedEK		Colonoscopy		Oct 10, 2017 10:05 pm	Dr. Douglas Gordon Kavanagh	Demo Site			17/10/16 10:01 pm


Displaying 8 of 8 matches

- B. Expand the **Actions** menu at the bottom left. Then select "Export Referrals".



- C. Select your **start and end date** for your export. You can either download data within a specific date range, view all data since you started receiving referrals to a specific date (select just an end date), all data from a specific date onwards (select just a start date), or all data since you started receiving referrals (leave both dates blank).
- D. Select "**Export unexported referrals only**" if you would only like to export referrals that have not been previously backed up. If you want to export all referrals in the Ocean Portal, uncheck this box.
- E. Select "**Mark referrals exported**" to mark the referrals as backed up, once you've completed the export. This will add a green checkbox icon beside the referral in the Ocean portal, once the export is completed.

A light blue dialog box titled 'Referrals Export' with a close button (X) in the top right corner. It contains two input fields for 'From:' and 'To:'. Below these are two checkboxes: 'Export unexported referrals only' (checked) and 'Mark referrals exported' (checked). At the bottom left is a 'Cancel' button with an X icon, and at the bottom right is an 'Export' button with a document icon.

18/04/17 1:17 pm 

**Note:** If this box is left unchecked, the next time the export is done, the previously exported referrals will be pulled once again.

- F. Finally, click "**Export**". This will export your data in a **.csv** file that can be opened using Microsoft Excel.

### Final Comments:

The referral export will contain patient health information and should be stored somewhere securely at your site.

Referral information pulled in the export includes; referral reference, patient name, description, status, referral date, booked date (if present), referring site, recipient site, clinician, professional ID, patient phone number, patient email, internal comments, referrer comments, and the entire contents of the referral note.

The API also provides access to this referral information. For more details, please refer to: "[Ocean Open API](#)".

## Accessing eReferral Analytics

Ocean sites receiving eReferrals can access their Referral Analytic Data at any time, from the [Ocean Portal](#) under the [Admin tab](#). Note that referral analytics do not contain any patient health information and are maintained within Ocean. So even though the Ocean eReferral itself will be purged from Ocean over time, you will always be able to access the referral analytic.

## To access these analytics, follow the steps outlined below:

- A. Log in to the Ocean Portal and navigate to the Admin tab.
- B. Select the "Reports" section from the menu along the left.
- C. Under the "Export Referral Analytic Data" section, select the date range for referrals. You can either download data within a specific date range, view all data since you started receiving referrals to a specific date (select just an end date), all data from a specific date onwards (select just a start date), or all data since you started receiving referrals (leave both dates blank).
- D. Then select the desired file type. "All" will pull all referrals received by your site, including master, test, and deleted referrals. A "Clean" file type will remove these referrals, giving you a clean data set to work with.
- E. Finally, select the "Export" button. This will export your data in a **.csv file** that can be opened using Microsoft Excel. For more information about each analytic field, please refer to: "[Supporting Analytics in eReferral eForms](#)".

The screenshot shows the Ocean Portal Admin interface. The left sidebar contains a menu with options: Site Account, Site Features, Users, Encryption, Directory Listings, eRequest Links, eRequest Management, Ocean Reminders, Reports (highlighted), EMR Field Mapping, and Billing. The main content area is titled 'Admin' and contains three sections for exporting data: 'Export Referral Analytic Data', 'Export Audit Data', and 'Export Batch Email Transaction Logs'. Each section has a 'Pick a date range to export' instruction, input fields for 'Start date' and 'End date', and a 'File Type' dropdown menu. The 'Export Referral Analytic Data' section shows 'Creation Date' selected for 'Date Type' and 'All' selected for 'File Type'. The 'Export Audit Data' section shows 'Form Completed' selected for 'Activity'. The 'Export Batch Email Transaction Logs' section has input fields for 'Start date', 'End date', and 'Cohort ID'. Each section has an 'Export...' button.

**Note:** Referral analytics can also be accessed through our Ocean API. For more details, please refer to: "[Ocean Open API](#)".