



## Preparing for Ocean eReferrals in Five Easy Steps

### A Resource for Primary Care Providers **NOT** using Accuro or Med Access EMRs

eReferrals can save your clinic / practice hours of time and reduce time spent on administrative tasks, all while improving access to care. By participating in eReferrals, your team can benefit from the following:

- View real-time wait times for Nova Scotia Health / IWK Health surgeons in the Healthmap directory
- Help prevent lost, delayed, and rejected referrals
- Reduce the need for time-consuming phone follow-ups
- Automatically update your patients with their referral status by email
- Ocean eReferral site can be easily accessed online to receive, review and action your received referrals

There are five easy steps to prepare, and our deployment team is here to help. This guide will help you understand what to expect.

#### **1 Choose a clinic contact to create your Ocean site and submit your request**

Choose a clinic contact to act as administrator on your account and complete this [brief form](#) to get started. This will take less than five minutes.

The clinic contact will work with our deployment team to get your team set up on Ocean.

#### **2 Get started**

Your clinic contact will receive an email to arrange a call with our deployment team to sign up for an Ocean user account, set up an Ocean site and sign an [End User License Agreement \(EULA\)](#) outlining the terms and conditions of use. This will take about 30 minutes.

#### **3 Invite your clinic team members to join your Ocean site**

Now that your Ocean site is set up and ready to go, your clinic contact can invite your clinic team members to join. An emailed invitation will guide them through the process of creating an Ocean user account and agreeing to the [End User License Agreement](#). This could take the clinic contact up to one hour, depending on the number of users. Each user can expect to complete this step in about five minutes.

#### **4 Complete training to be ready to use eReferrals**

Users will have access to on-demand, online training, and written guides. Your deployment team member will advise you how to access these resources and will also be available to offer support. Training will take about an hour.

#### **5 Agree to the participation agreement when sending your first eReferral**

You will be prompted agree to the NSHA / IWK Health Ocean eReferral User Agreement the first time you send an eReferral. Preview [HERE](#).

**More information is available in the Frequently Asked Questions below**



## Frequently Asked Questions

### **What do I need to sign or agree to?**

- Every user on the Ocean platform is required to agree to the terms and conditions in the **Ocean End User Licence Agreement (EULA)** when they first create their free Ocean account online. Users will also be asked to electronically sign the **NSHA / IWK Health Ocean eReferral User Agreement** when they send their first eReferral. You can preview these agreements here.
  - [Ocean End User License Agreement \(EULA\)](#)
  - [NSHA / IWK Health Ocean eReferral User Agreement](#)

### **What will this cost me / my clinic?**

- There are no fees to send or receive eReferrals.

### **How long will this whole process take my clinic?**

- The overall process of creating an Ocean site, signing up users, completing agreements and training will take about three hours. Our deployment team is here to offer support from start to finish.

### **Where can I direct questions about the onboarding, training etc.?**

- These questions can be sent to the NSH / IWK deployment team at [ereferral@nshealth.ca](mailto:ereferral@nshealth.ca)

### **Where can I direct other questions about the new single-entry intake model / eReferrals?**

- General questions can be sent to [Perioperative.Services@nshealth.ca](mailto:Perioperative.Services@nshealth.ca)