



## Preparing for Ocean eReferrals in Six Easy Steps

### A Resource for Surgeons Offices using Accuro or Med Access EMRs

eReferrals can save your office 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:

- Accurate, up-to-date information on your practice / service offerings included in the Healthmap directory
- Help prevent inappropriate or incomplete referrals
- Reduce the need for time-consuming phone follow-ups
- Easily communicate with primary care providers to clarify patient information / request more information
- Automatically update your patients and referring providers with current referral status
- With EMR integration, eReferrals can be received, viewed, and actioned via your EMR.

There are six 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 about 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, sign an [End User Licensing Agreement \(EULA\)](#) and request EMR integration from your vendor. This will take about 45 minutes.

Once the agreement is signed by your signatory, your vendor will prepare your EMR to integrate with Ocean. This will take two-four weeks.

#### 3 Schedule a set-up call to integrate your EMR

Your clinic contact / EMR administrator will receive instructions to arrange a call with a deployment team member, to get your EMR integrated and set up for use. This will take about 45 minutes.

#### 4 Finalize directory listing

Schedule a call with deployment team to claim your directory listing (HealthMap), apply to our regional authority within Ocean and agree to NSHA / IWK Health Ocean eReferral User Agreement. This will take about an hour.

#### 5 Invite your team members to join

Now that your site is set up and ready for use, your clinic contact can invite your team members to join. An emailed invitation will guide them through the process of creating an Ocean user account and agreeing to the terms and conditions (EULA). 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.

#### 6 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 be available to offer support. Training is expected to take about an hour.



## 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 Licencing Agreement \(EULA\)](#)
  - [NSHA / IWK Health Ocean eReferral User Agreement](#)

### **How does this work with my EMR vendor agreement?**

- Both Accuro and Med Access integrate with the Ocean platform. To access this integration, your clinic will be asked to sign a contract agreeing to cover the costs of any *additional* Ocean Services your clinic chooses to enable, such as Patient Tablets, Check-in Kiosks, Online Booking or Patient Surveys. These optional add-on services must be enabled in the Ocean Portal by an Administrative user on your Ocean site.

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

- There are no fees to send or receive eReferrals.

### **How long will this process take my office from start to finish?**

- The overall process of creating an Ocean site, integrating eReferrals with your EMR, claiming your directory, signing up users, completing agreements and training will take about four hours. Our deployment team is here to offer support from start to finish. Please note that it could take two-four weeks for your EMR vendor to configure your EMR for Ocean integration.

### **Where can I direct questions about the onboarding, integration with my EMR, 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?**

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