



Memorandum

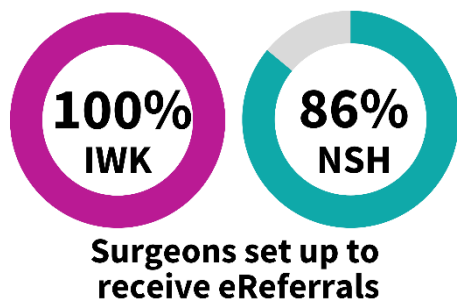
To: Nova Scotia Health (NSH) and IWK Health (IWK) surgeons and surgeon office staff

From: Dr. Greg Hirsch, Senior Medical Director, Perioperative Services Network, NSH
Cindy Connolly, Senior Director, Perioperative Services Network, NSH
LeeAnn Larocque, Executive Lead, Clinical Transformation, IWK

Date: Monday, Dec. 4, 2023

Subject: eReferrals requirements for surgical consult requests

We are eight months into using eReferrals for surgical referrals and want to provide a quick update and remind you of the five key steps for surgeon offices in this process. Utilization to date includes:



10,712 surgical eReferrals since March 31
~70% directed to Central Intake



As a secure, closed-loop system, eReferrals offers many benefits that can be fully realized when the system is routinely used to manage and update referrals as activity occurs. Please see Page 2 for the **FIVE KEY STEPS** to be completed in Ocean eReferrals for each surgical eReferral.

eReferrals benefits include:

- help prevent lost or misdirected referrals;
- allow for direct communication between referring and receiving providers;
- allow visibility into referrals to help with follow-ups and planning;
- allow for more patient-centered referral options; and
- automatic notifications to patients and providers, which can reduce calls to your offices.

We continue to work with Ocean and our electronic medical record (EMR) vendors to [enhance the tool](#), integration and workflows for end users, with additional enhancements expected this month.

Our teams are also visiting surgeon offices across the province to provide direct training and support. These visits have been well received and are important for both surgeons and their administrative staff. Through these supports we can now offer your offices with training on how to send eReferrals for the Diagnostic Imaging (DI) services included in the tool as well.

If your office has not yet started or completed the onboarding process, or would like support using the tool, please reach out here to schedule support as soon as possible: www.referralsns.ca/ask.

MANAGING YOUR REFERRALS IN OCEAN

New referrals populate in the "NEW" folder on your main eReferrals Page



KEY STEPS FOR EACH eREFERRAL

Information to be entered within Ocean

1

ACCEPT OR DECLINE REFERRAL

Accept and confirm priority or Decline and choose reason -- within 3 business days for urgent or semi-urgent and 14 business days for routine.

[Click to download printable PDF](#)

2

ADD ANTICIPATED TIME TO APPOINTMENT

Enter within 14 days -- per CPSNS referral standard.

3

ADD APPOINTMENT*

Add date / time in eReferrals tool when booking -- *Appointments can push from EMRs into Ocean.

4

COMPLETE REVIEW NOTE

Complete after consult -- confirm priority level and outcome -- i.e., surgery, follow, non-surgical.

5

COMPLETE REFERRAL

After consult has occurred and review notes are added, click "COMPLETED".

Surgeons may wish to have office staff enter these details.



Your EMR can flag eReferrals received to prompt follow-ups.

You can also visit the Nova Scotia eReferral Resource Hub to access these and other resources or to learn more: www.referralsns.ca.

Since the summer we have been engaging primary care providers through our Primary Care eReferrals Advisory Group and we continue to seek surgeon representation to inform ongoing enhancements to the tool, EMR integration, and workflows. Please message us if you are willing to support these efforts via periodic meetings or asynchronous feedback:

Perioperative.Services@nshealth.ca.