

eReferral Update

eReferral—Dermatology

The Ocean eReferral Network continues to expand! This month we want to highlight some new Dermatology related referral receivers:

- **Derma Skin Institute** – Dr. Gustavo Rubio, Dr. Anastasia Shamsuyarova, Dr. Dusan Sajic (Guelph)
- **Wellington Dermatology Associates** - Dr. Denise Wexler (London)
- **London Skin Disorders Clinic** – Dr. Jessica Hunger-Orange, Dr. Ian Toft, Dr. Jennifer Andrade (Primary Care Focused Practice – London)
- **Primary Care Skin Procedures Clinic** – Dr. Brenna Velker, Dr. Nura Rohani (Primary Care Focused Practice – London)
- **Andrew Street Procedure clinic**— Dr. Laurie Dusseault, Dr. Christopher Johansen (Primary Care Focused Practice—Kitchener)



See our [joint press release](#) to learn more about how eReferral can help you meet the CPSO Policy Changes for Transitions in Care.

STAY UP TO DATE:

For optimal use of the Ocean eReferral solution, it's important to ensure your Ocean downloads are up to date. Please find the latest downloads specific to your EMR at the following location:

<https://www.oceanreferralnetwork.ca/resources/>

QUICK STATS

61,943 eReferrals sent to date

150 eReferral Destinations

524 eReferral Senders

Canned Messaging Tips to Improve Patient Communication

Patient feedback has identified the following tips for using canned messages:

- For sites that run 24 hours/day, a reminder to patients to double check if appointment is AM or PM.
- Include clear directions on how to get to the location of the exam (not just address of the clinic/hospital).
- Make special note of any specific instructions for the patient (e.g. fill out pre-screening, or discontinue specific medications, remove piercings etc.)
- Attach or include clear/ patient-friendly exam preparation instructions free of medical jargon

To create your canned message:

- Login to the Ocean portal and navigate to the "Admin" tab. On the left side select "Canned Responses".
- Choose to add a new canned response for booking comments (to the patient) or a response for messages (to the sender/receiver only).

eReferral Destinations- Who Accepts eReferrals?

Did you know you can now eRefer to **Waterloo Wellington LHIN Home & Community Care**? There are many great referral destinations going live on eReferral every week! You can find a current list at www.oceanreferralnetwork.ca in the Who accepts eReferrals? Section.

Do you have a quick tip to share? Let us know! eReferral@ehealthce.ca



System Coordinated Access

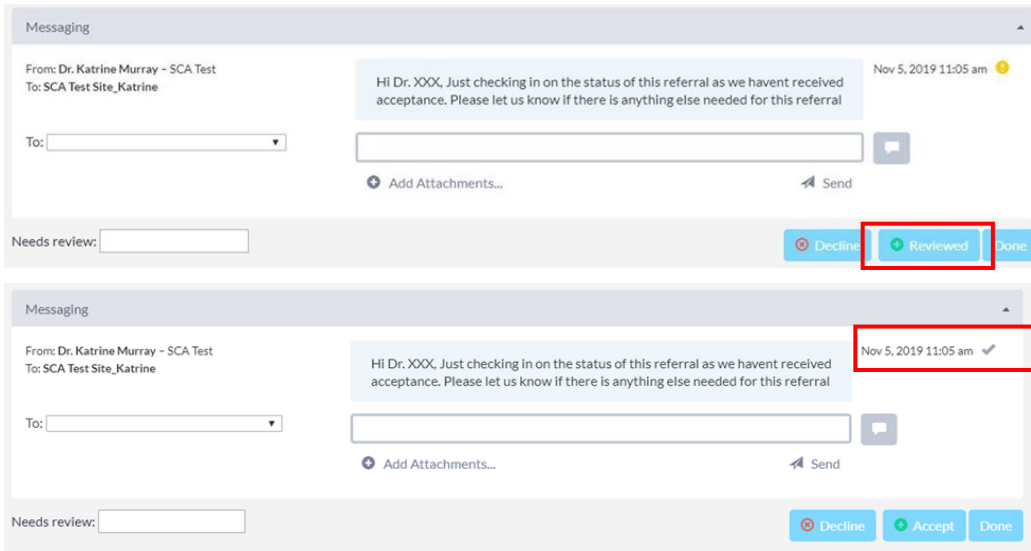


ehealthce.ca

systemcoordinatedaccess.ca

Importance of Needs Review Folder

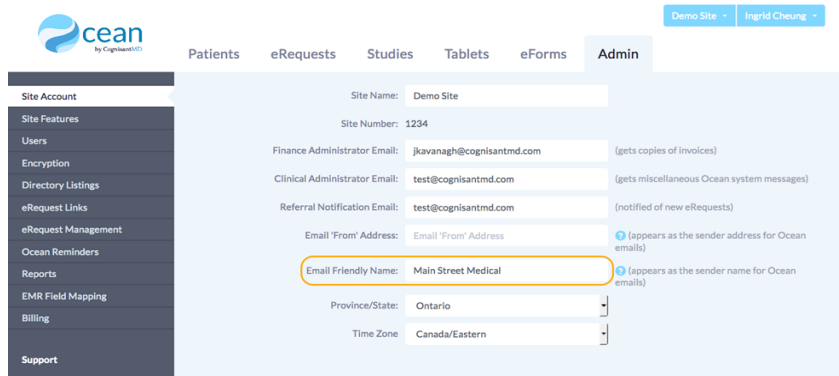
Referrals that reside within the "Needs Review folder" contain messages that have been flagged for review. It is important that both eReferral Senders and Receivers regularly monitor this folder and acknowledge the sent message by selecting the "Reviewed" button which will mark the message as read with the indication of a check mark.



Communication Tip

If you haven't added an "Email Friendly Name" in your listing set up, patient emails will default as being sent from "no-reply@cognisantmd.com" This may result in the message ending up in the patient's Junk folder. By adding an email friendly name, such as Main Street Medical, the email will come from "Main Street Medical <no-reply@cognisantmd.com>" allowing patients to quickly know the email is coming from your clinic.

- Login to the Ocean Portal and navigate to the Admin tab.
- Type your clinic name in the "Email Friendly Name" field and save your changes.



Note: You may also need to update your clinic name in your email templates as well.

eReferral can help reduce privacy breaches!

A mis-directed fax, (for example, a referral that goes to an incorrect physician in error), is considered an **unauthorized disclosure** and **constitutes a privacy breach** which must be counted in the annual report submitted to the Information & Privacy Commissioner. The IPC also requires notification to the affected patient about the breach. eReferrals reduce the risk of a privacy breach due to mis-directed fax by requiring the sender to select the appropriate referral source at the beginning of their referral process. If the wrong eReferral destination is selected, the sender and the receiver can quickly update one another significantly reducing the delay that can occur with mis-directed faxes.

Ocean Technical Support

Phone: **1-855-846-5805** or Log a ticket at <https://www.oceanreferralnetwork.ca/support/>



Holiday hours

December 25th, December 26th,
January 1st:



8:00 am to 8:00pm