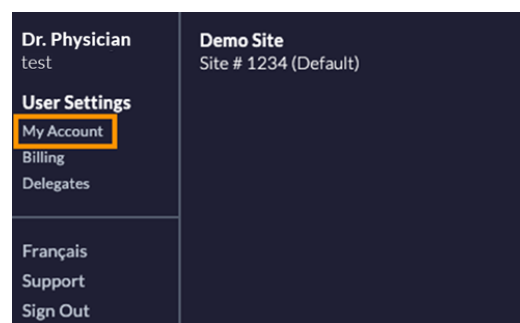


# eReferral Tips: February 2026

provided to the Ottawa West Four Rivers Primary Care Network on behalf of Ontario East eReferral

## Ocean eReferral Notification Management

Ocean notification management is **user specific** Ocean function requiring each individual to configure when they are onboarded to an Ocean site. As you know, Ocean has a variety of automatic eReferral notifications (i.e. booking updates, messaging, etc.) it shares with the referring user. Managing these communications properly can ensure notices are sent to the appropriate team member(s) or to prevent clinician inboxes from overflowing with unneeded notification e-mails.



You can access your notification settings by signing in to the Ocean Portal, clicking on your name at the top right-hand corner, and selecting "**My Account**" from the Account Menu.

Users can divert notifications to an admin or a team member(s) by adding their e-mail address to the "**Referral Notification Email**" field in the *Account Information* section of *User Settings*. Once inputted, all automatic Ocean notifications (related to sending e-Referrals) will be forwarded to that e-mail account. Multiple e-mail addresses can be entered in this field, with each address entered separated by a comma.

A screenshot of the 'Referral Notification Email' and 'Referral Email Language' fields. The 'Referral Notification Email' field is a text input box with a red border. The 'Referral Email Language' field is a dropdown menu with a red border, currently showing 'English only'.

**\*Tip** – If notifications are not required for any monitoring, the clinic can elect to create an internal e-mail address to act as a repository for all Ocean notification e-mails. Every user at the clinic would add that address to the Referral Notification Email field to offload unwanted notifications.

Referral Email Language can be configured in 4 preferred language options. From this drop-down list, the user can select English Only, French Only, Bilingual (English first), or Bilingual (French first). Ensure when you make changes to the My Account page, that you **SAVE** (bottom right) your changes before leaving the page.

If you have any questions or require assistance managing Ocean user notifications, please contact us at [contact@ereferralontarioeast.ca](mailto:contact@ereferralontarioeast.ca).

## Tracking Referral Updates and Messaging - Your Needs Review Folder

Your **Needs Review** folder is one of the most critical components of Ocean as it can dramatically reduce the number of phone calls to your office. In this folder you will find important clinically driven questions, requests for additional information, and advising referring clinicians of declined referrals.

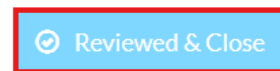
To maximize the value of Ocean’s bi-directional communication, your team will need to monitor the **Needs Review** folder on a regular basis, actioning all incoming messages. A clinic can elect to use the automatic referral notification e-mail as a prompt for any new message in Ocean. Alternatively, the clinic can commit to visiting Ocean daily to review any new activity in the Needs Review folder.

Patient	DOB	Description	Date Sent	Source	Protocol	Priority	Reviewer	Requested By
KEN TEST	87-05-06	MRI	Mar 27, 2023 10:42 am	David Durocher		Any	Dr. David Durocher	⚠️
<del>Charlie Test</del>	<del>87-03-04</del>	<del>MRI</del>	<del>Mar 27, 2023 10:41 am</del>	<del>David Durocher</del>		<del>Any</del>	<del>Dr. David Durocher</del>	⚠️
Peppu Pig	69-08-08	Obstetrics	Mar 27, 2023 9:55 am	Big Bird, NP		Any	Dr. Jo-Anne Croydon	⚠️
<del>Test Windfields</del>	<del>90-01-01</del>	<del>Primary Clinic</del>	<del>Mar 24, 2023 3:10 pm</del>	<del>Ryland Steel</del>		<del>Any</del>	<del>Dr. Saba Khawaja</del>	⚠️
Test Windfields	90-01-01	Family Medicine	Mar 24, 2023 1:44 pm	Ryland Steel		Any	Dr. Jo-Anne Croydon	⚠️
<del>Test Windfields</del>	<del>90-01-01</del>	<del>Family Medicine</del>	<del>Mar 24, 2023 1:42 pm</del>	<del>Ryland Steel</del>		<del>Any</del>	<del>Dr. Jo-Anne Croydon</del>	⚠️
One Krystle	74-05-05	Cardiology Consult: Cardiology Testing; Respira...	Mar 23, 2023 4:18 pm	Dr. Krystle De Sousa	Elective	Any	Dr. Krystle De Sousa	⚠️
* Papa Krystle	48-01-01	Cardiology Consult: Cardiology Testing; Respira...	Mar 23, 2023 4:15 pm	Dr. Krystle De Sousa	Urgent	Any	Dr. Krystle De Sousa	⚠️

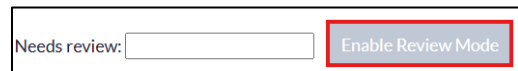
Once a referral receives a message, it will appear in the Needs Review folder. The yellow exclamation mark indicates the message has not yet been reviewed. Ocean expects the recipient to perform a review action on the outstanding message once the user is finished with the message. This will remove the yellow icon and replace it with a completed checkmark.



To review a referral on Ocean, click on the **Reviewed & Close** button at the bottom of the screen. This will remove the referral from the **Needs Review** folder and while the original referral remains in its most appropriate status folder.



**\*Tip** – If the sending clinic has a high volume of referrals to review, the reviewer can hit **Enable Review Mode** (bottom left within the referral record). Enabling review mode allows the sending user to move directly to the next outstanding message in the Needs Review folder without having to close one records and re-open another.



### The Patient Experience

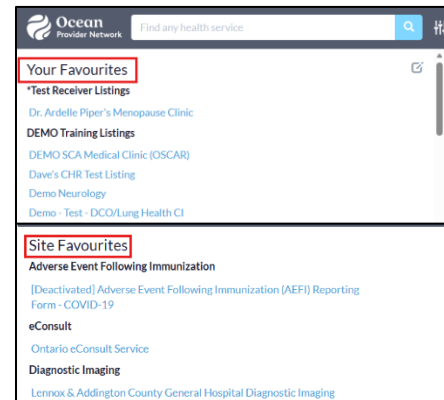
Managing this folder’s volume is important. Keeping the numerical count of the **Needs Review** folder low to none, will help avoid delays in patient care and improve the overall processing time for referrals. If you have any questions related to your Needs Review process or require some assistance with workflow or working backlogs in your Needs Review, please contact us at [contact@ereferralontarioeast.ca](mailto:contact@ereferralontarioeast.ca)



## Ocean Healthmap Tips

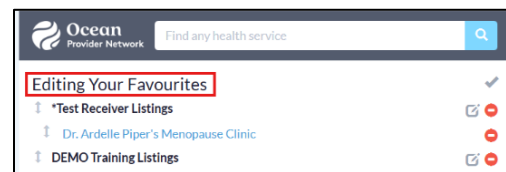
The Ocean Healthmap is a comprehensive map-based directory that makes it easy to search and access health care services. This article will focus on some key tips and trick that a sending user can apply to enhance the sending experience.

### Favourites

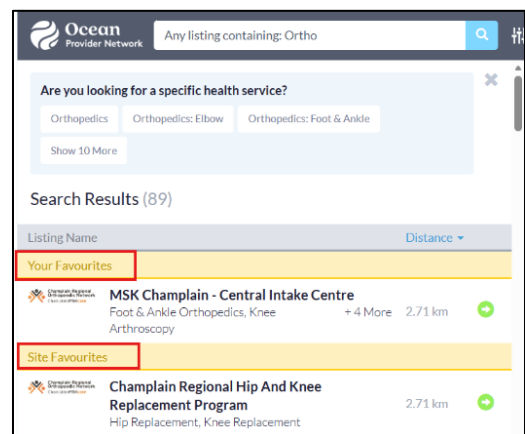
Healthmap Favourites can be saved as a personal list or as a site list. When favourites are saved as **Your Favourites**, you will see your personal saved list on the left side of the screen when initially opening the HealthMap. When a favourite is saved as a **Site Favourite**, all users of that Ocean site will have visibility and access. Scroll beyond your personal favourites list to locate the list of site favourites.



Add a favourite by opening any listing and selecting the  button. On your main favourite's page, the user can customize their favourite list selecting the edit button. Here, a user can rearrange and delete saved listings. As your favourites grow over time, you can add a group to better organize the list. When in Edit mode, select the  button to create groups. Use the double-sided arrow to drag and drop you listing to a created group.



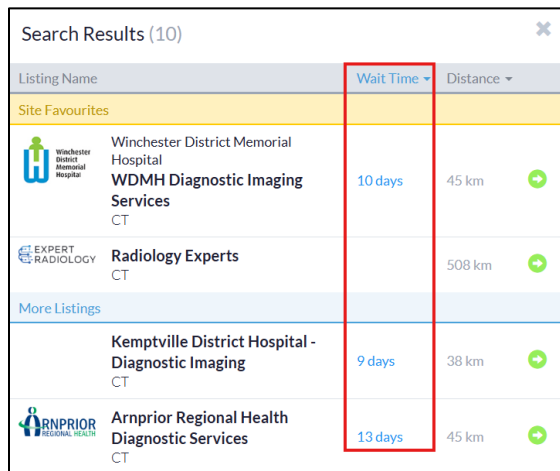
**Note:** When a search is performed, anything saved as a favourite will be prioritized at the top of your search result list. This is particularly helpful for those that have long favourites lists as you can find your favoured target destination with a quick entry of a keyword.



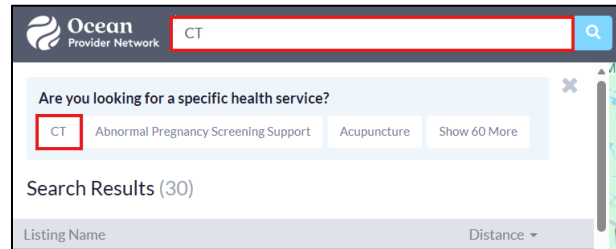
## Searching Tips

### Standard Search Tip

As you may know, HealthMap searches can be performed by free texting an input in the search field. After performing a search for a *SERVICE*, Ocean will ask you, “Are you looking for a specific health service?” at the top of the search result list.



Listing Name	Wait Time	Distance
<b>Site Favourites</b>		
Winchester District Memorial Hospital WDMH Diagnostic Imaging Services CT	10 days	45 km
EXPERT RADIOLOGY Radiology Experts CT		508 km
<b>More Listings</b>		
Kemptville District Hospital - Diagnostic Imaging CT	9 days	38 km
ARNPRIOR REGIONAL HEALTH Arnprior Regional Health Diagnostic Services CT	13 days	45 km

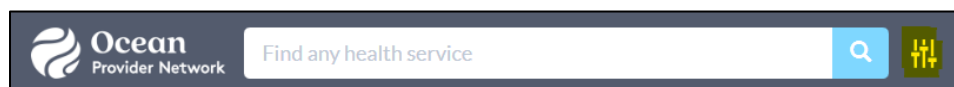


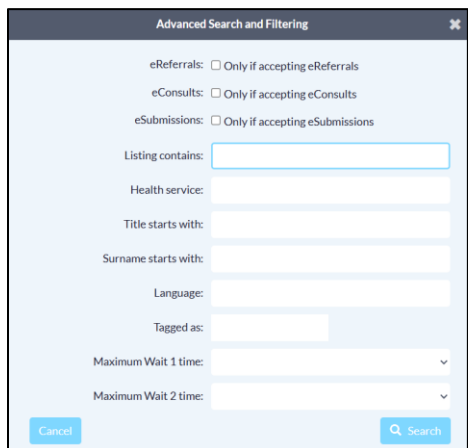
By confirming your selected service, you will see listings appear that now display service wait times across all listings\*. From this view, you can compare wait times of different organizations.

\*Receiving organizations must elect to share wait times in Ocean.

### Advanced Search Field

Adjacent to your health service search field, you will find the Advanced Search icon.

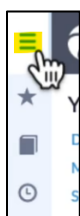




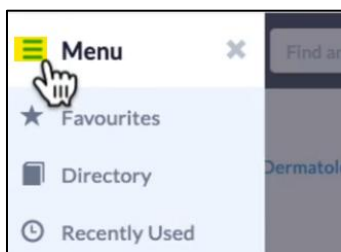
The advanced search field allows the user to enter multiple criteria components to perform a more targeted search.

### The Menu Panel

Located on the far-left side of the Ocean Healthmap screen is your Menu panel. This panel contains a few quick link functions a user can employ to enhance searching.



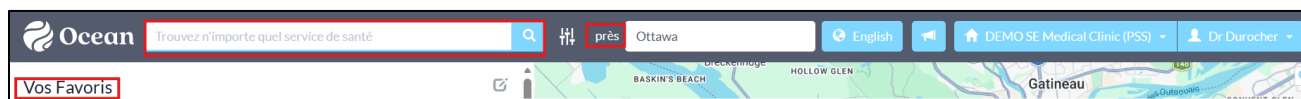
By opening the Menu Panel, the user can:



- Quick access/return to the *Favourites* list
- Open the *Directory*, a library style search where users can click a specialty and service to yield a search result
- Display *Recently Used* listings, showing which listings the user has sent an e-Referral to in the last 3 months.

### Bilingual Enhancement

Adjacent to the address filed in the Healthmap, you will now find a French Language button, allowing users to toggle between French/English at any time.



There are 4 areas within a directory listing that support both French and English content: the **Listing Name**, **Listing Address**, **Listing Description**, and **Health Service Offerings**. If a receiver elects to build French language content within their listing, that content will appear once a user toggles into French mode on the Healthmap. A short video (in French) demonstrating the functionality is available [HERE](#).

If you have any questions related to searching or require help configuring Ocean HealthMap features and functions, please contact us at [contact@ereferralontarioeast.ca](mailto:contact@ereferralontarioeast.ca).