

March 2026 eReferral Webinar: Follow-up Q&A

provided to attendees of the March 24th webinar as follow-up to the questions posed during the event hosted by Ottawa West Four Rivers, and presented by the Ontario East eReferral Team

How do we manage the large volume of Ocean eReferral email notifications? There are too many for our clinicians to handle.

This is a common problem. To keep everyone informed at various steps in the referral process, Ocean does produce a lot of email notifications. The most common approaches include diverting these emails to the email account of an admin at the clinic, or a generic email account setup by the clinic. Emails can still be monitored, but it is notable that all important referral updates requiring attention will land in your Needs Review Folder. The combination of a good email notification setup and a good process to handle updates in your Needs Review folder is an important approach to setup so as to improve your clinic's day-to-day management of your referrals. Take a look at the *February edition of our eReferral Tips* for further detail. Also, do not hesitate to contact our eReferral team at contact@ereferralontarioeast.ca.

We have noticed that there are some listings that are not responsive to eReferrals after their submission, and we cannot complete the referrals on the sender side. What is our next step?

If you receive an Externally Managed or Complete without Appointment, it is likely that the listing you have sent to does this for most if not all of their referrals. However, if you have referrals that are open in Pending Booking but you know have been completed, please contact the eReferral team (contact@ereferralontarioeast.ca) and we will determine next steps. We can work with our receiver sites to determine the best way of handling their referrals to ensure that the sending clinics are up to date on status. Though discussed, currently there are no plans to have the sender sites complete their own referrals. There is work underway however, to have referral updates come more directly into the EMR. As well, ongoing integration work with key receiving health services – notably at hospitals – should improve the ability for the systems to communicate and thereby allowing appointment updates to flow back to automatically to the sending sites. Expect a gradual improvement over time with this.

In the User Settings, what does the Autofill templates Disable/Enable do?

By enabling Auto-fill templates, you can setup templates used for specific receiving sites. For example, if a referrer often sends a similar type of request to a Diagnostic Imaging site, they can save their selections in a template. For more guidance, check out our review of Auto-fill templates in the *March edition of our eReferral Tips*, or even more details on [Ocean Support](#).

Can you provide some direction on setting up Personal Favourites and Site Favourites?

Absolutely – our *eReferral Tips sheet from February* includes a section on Favourites. Also, as mentioned on the call, over the next few weeks, we hope to create OHT-specific lists of eReferral destinations, so users know what services are available in their area on the Ocean Healthmap. If you need further help setting up your Favourites, contact our team at contact@ereferralontarioeast.ca.