

Meeting CPSO Policy for Transitions in Care: Receiving Referrals on the Ocean Platform

To assist Ontario’s physicians and surgeons in better understanding how the Ocean eReferral Network can play a role in meeting CPSO policies for [Transitions in Care](#) (found at ocean.tips/transitions-in-care) related to receiving referrals, CognisantMD has developed this brief guide.

RECEIVING REFERRALS	
CPSO Policy Requirement	 How Ocean Helps
✓ Acknowledge referrals and accept or decline them within 14 days	Ocean eReferrals offers a one-click “accept” button to easily acknowledge referrals upon receipt. This action automatically triggers a notification to both the referrer and the patient in seconds.
✓ Provide the referring healthcare provider with an anticipated wait time or appointment date and time when accepting referrals	Wait times are calculated in Ocean automatically and displayed on oceanhealthmap.ca , ensuring that referring providers are always provided with anticipated wait times at the point of referral.
✓ Provide the referring healthcare provider with a reason when declining referrals	Ocean’s provider-to-provider messaging makes it easy to quickly communicate directly with the referring healthcare provider when additional information is required or when declining a referral. Templates can also be used for greater efficiency with common responses.
✓ Communicate the appointment date and time with the patient and allow the patient to request changes directly	Ocean automatically sends an alert to the patient when the appointment is booked, with the date and time and contact information. This is also sent to the referring provider eliminating the need for phone calls, faxes, or snail mail.
✓ Maintain a copy of referral requests in the patient’s record	With Ocean eReferrals, the referral is continually updated in the patient record . For non-integrated EMRs/EHRs, a copy of the referral can be easily uploaded to the record as a pdf.

The Ocean eReferral Network is an EMR-integrated technology solution for digital health referrals. In Ontario, Ocean eReferrals are delivered to clinicians across the province through the eHealth Centre of Excellence’s System Coordinated Access Program and the Think Research Consortium, including Think Research, CognisantMD and The Centre for Effective Practice.

To learn more about Ocean eReferrals, visit cognisantmd.com. To learn how to get started using Ocean eReferrals through the System Coordinated Access Program, contact SCAProgram@ehealthce.ca.