

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

In September 2019, the College of Physicians and Surgeons of Ontario (CPSO) introduced new policies for Continuity of Care, including clearly-defined expectations for how to manage [Transitions in Care](#) (found at [ocean.tips/transitions-of-care](http://ocean.tips/transitions-of-care)). To assist Ontario’s physicians and surgeons in better understanding how to meet these new expectations by sending referrals through the Ocean eReferral Network, CognisantMD has developed this brief guide.

| SENDING REFERRALS  |  |
|--|--|
| CPSO Policy Requirement  |  How Ocean Can Help   |
| ✓ Have a system to track urgent referrals  | With EMR integration and <b>real-time status updates</b> , Ocean gives clinics a way to immediately see if a referral has been accepted, booked, or completed, right from the patient chart.   |
| ✓ Give patients a way to follow up with your office if they have not had an update on their referral | Ocean <b>automatically alerts the patient</b> when a referral has been sent, accepted, and booked, reducing the need for patients to follow-up.  |
| ✓ Ensure the referral is in writing and includes all necessary information                           | Ocean eReferral forms are designed to automatically pull necessary details from the patient chart, prompt the referring provider to include attachments if needed, and assess for appropriateness criteria, meeting CPSO requirements and <b>reducing rejected referrals</b> . |
| ✓ Maintain a copy of the referral request in the patient’s record                                    | With Ocean’s EMR integration, a copy of the referral request is automatically stored in the patient chart. Even more importantly, the referring provider can <b>access the status of the referral in real-time</b> , right from the chart, with automatic status updates.      |

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](http://cognisantmd.com). To learn how to get started using Ocean eReferrals through the System Coordinated Access Program, contact [SCAPProgram@ehealthce.ca](mailto:SCAPProgram@ehealthce.ca).