

OCEAN e-Referrals

Referral Sources

Presented by Becky Sottana

Fall 2024



WHY OCEAN?



OCEAN IS A
SECURE, WEB-
BASED EREFERRAL
PLATFORM



FUTURE
INTEGRATION
WITH THE MOST
COMMON EMRS
INCLUDING
MEDITECH AND
EPIC



FUNDED BY THE
MINISTRY OF
HEALTH
THROUGH THE
DIGITAL HEALTH
INITIATIVE



"AXE THE FAX" -
SECURE, LEGIBLE,
NO LOST
REFERRALS



WELL
ESTABLISHED
PRODUCT



**SECURE INSTANT
MESSAGING
EMBEDDED IN
EREFERRAL;
ELIMINATES PHONE
TAG AND
EMAILING BACK
AND FORTH**



**WORKS ON ANY
BROWSER**

WHY OCEAN?

Rehabilitation Advisory Committee has committed to using eReferral for all of Champlain region

Ocean was determined by Ontario Health to meet the needs of Subacute sites

Co-locate all incoming referrals for all Bruyère programs and Hospice-Palliative Care

Proven success with OCEAN receiving referrals for Geriatric and Stroke Rehabilitation and inpatient programs at Saint Vincent Hospital from The Ottawa Hospital, Queensway Carleton and Montfort Hospitals since Spring 2024

Have received and triaged 1000 referrals since April 2024

SETTING UP OCEAN ACCOUNTS



ACCEPTING YOUR INVITATION

Your site admin will invite you to Ocean; after being invited, you will receive an email with instructions for joining Ocean.

1. Select the “Join Ocean” button within your invitation email.

You've Been Invited to Join Ocean!

Hello,

This is an invitation to join the Ocean Platform from [redacted] at [redacted]

Please click the button below to create your Ocean user and join the site. It contains a secure, time sensitive token that allows access to the Ocean Platform. Note that once you have obtained site access you will still need to contact another member of your Ocean site to obtain the secret encryption key necessary to view any patient data.

[Join Ocean](#)

Thanks in advance for joining!

Warm Regards,
The CognisantMD Team



HOW DO I GET AN ACCOUNT?

- Using the invite your site administrator has sent, click link and follow instructions
- **Part 1:** complete all the fields. Your password must be a minimum of 12 characters, 1 uppercase, 1 lower case, 1 number and 1 special character
- **Part 2:** you want to join an existing Ocean site; the name of the site is the one your site administrator has provided you
- **Part 3:** Complete the fields as shown
- Sign Up
- You will receive a verification email to verify your email address - you must do that prior to signing in for the first time

Sign Up

Join our Community! Please complete the fields below so that we can set up your new account.

PART 1

First Name: Rebecca
Last Name: Test
Requested Username: rtest
Password: [Redacted]
Confirm Password: [Redacted]
Email: mail@mail.com
User Role: Allied Health Professional
Province: Ontario

PART 2

Why are you signing up for Ocean?: I want to join an existing Ocean site
Clinic/Organization Name: Bruyere

Which OceanMD products are you interested in?
 Patient Tablets
 Check-In Kiosks
 Patient Messages
 Patient Reminders
 Website Forms
 Ocean Studies
 Ocean eReferral Network
 OceanMD Resource Library

PART 3

How did you find us?: My site uses Ocean
What EMR are you using?: Other
Please specify: Meditech

Critical System Notifications: Sign me up to receive email notifications of events that may affect my ability to use Ocean
Product Updates: Sign me up to receive new feature updates and resources from OceanMD

Sign Up for Ocean

WHAT HAPPENS TO SMART?

Once Ocean goes "live"

1. *You will not be able to submit referrals through SMART*
2. *If you have any outstanding referrals in SMART, you will still be able to log in and access those referrals*
3. *Once all the referrals in SMART have been completed (i.e. patient has been admitted to HCO-PCU or file has been withdrawn), SMART will be inactivated.*
4. *You do not need to re-refer through Ocean if referral is already in SMART*

WHAT DOES OCEAN LOOK LIKE WHEN I LOG ON?

“Healthmap”

The screenshot displays the Ocean Provider Network Healthmap interface. At the top, there is a search bar with the text "Find any health service" and a search icon. To the right of the search bar, there are icons for filters, a "near" dropdown menu, and a text input field for "address or postal code". Further right, there are icons for a home button, a dropdown menu for "Sub Acute Care - Bruyère", and a user profile icon for "Becky Sottana".

The main content area is divided into two sections. On the left, there is a "Search Results (100+)" list. The list has a "Listing Name" header and a "Your Favourites" section. Below this, there are several listing cards, each with a logo, a title, and a brief description of services. Each card has a green plus icon on the right side. The listings include:

- Sub Acute Care - Élisabeth Bruyère Hospital**: Bariatric Care, Complex Medical + 9 More
- Recovery Care - Vanier**: Hepatitis C Screening, Substance Use Disorders
- London Health Sciences Centre (LHSC) - Hernia/Gallbladder/Colonoscopy - Central Intake**: Colonoscopy, Gallbladder Consultation + 1 More
- Holland Bloorview Kids Rehabilitation Hospital Selective Dorsal Rhizotomy Clinic**: Pediatrics, Selective Dorsal Rhizotomy (SDR)
- London X-Ray Associates - Central Ave**: Diagnostic Imaging, Echocardiogram + 4 More
- Regional Geriatric Program (RGP)**: Geriatric Medicine, Geriatrics + 1 More
- Seaway Valley CHC - Lung Health Program**: Respiratory Therapy
- NEJAC/RAC Low Back Central Intake**: Low Back Pain, Orthopedics + 3 More
- PACE Cardiology (Orillia)**: Adult and Pediatric Echocardiography, Diagnostic Imaging

On the right side of the interface is a map of Ottawa, Ontario. The map shows various landmarks, including the Ottawa River, the National Gallery of Canada, The Ottawa Hospital, and several shopping centers like Costco Wholesale and The Home Depot. A search box labeled "Search This Area" is overlaid on the map. The map also shows the city's grid, major roads, and the international border with Quebec.

WHAT DOES OCEAN LOOK LIKE WHEN I LOG ON? “eREFERRALS”

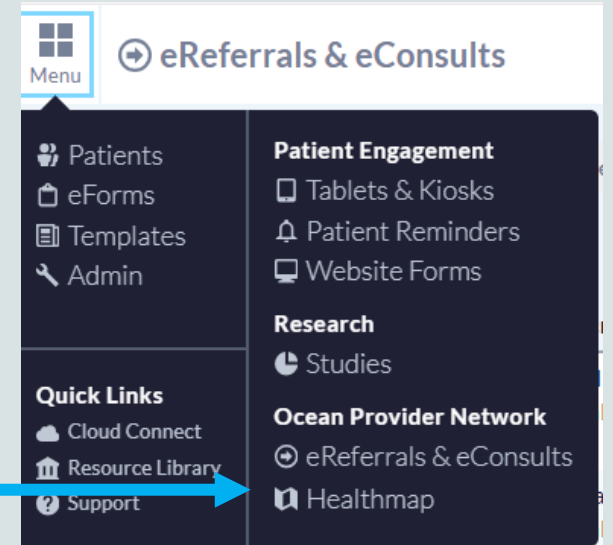
The screenshot shows the Ocean eReferrals & eConsults interface. The top navigation bar includes the Ocean logo, a menu icon, the title "eReferrals & eConsults", and user information for Becky Sottana at Sub Acute Care - TOH Rehab. The sidebar on the left contains a search filter, a button to "Enter Your Shared Encryption Key", and navigation options for "General", "Received", and "Sent". The main content area shows filters for "Received" folders and a table of eReferrals.

| Patient | MRN | DOB | Description | Date Sent | Source | Site | Provider | Protocol | Priority | Noted |
|---------------|-----|-----|--|-----------------------|----------------|----------------------------|-----------------------------------|----------|----------|-------------------|
| • (encrypted) | | | Sub Acute Care Referral | Jan 17, 2024 5:45 pm | Vicki Saunders | Champlain Sub Acute Care | Sub Acute Care - TOH Rehab Centre | | P2 | |
| (encrypted) | | | Neurorehabilitation | Jan 16, 2024 11:45 am | Vicki Saunders | Sub Acute Care - TOH Rehab | Sub Acute Care - TOH Rehab Centre | | | |
| (encrypted) | | | Multi-Disciplinary Assessment and Management - ... | Jan 10, 2024 12:43 pm | Vicki Saunders | Champlain Sub Acute Care | Sub Acute Care - TOH Rehab Centre | | P3 | 24/01/15 10:40 am |
| (encrypted) | | | Multi-Disciplinary Assessment and Management - ... | Nov 14, 2023 9:06 am | Vicki Saunders | Champlain Sub Acute Care | Sub Acute Care - TOH Rehab Centre | | | |

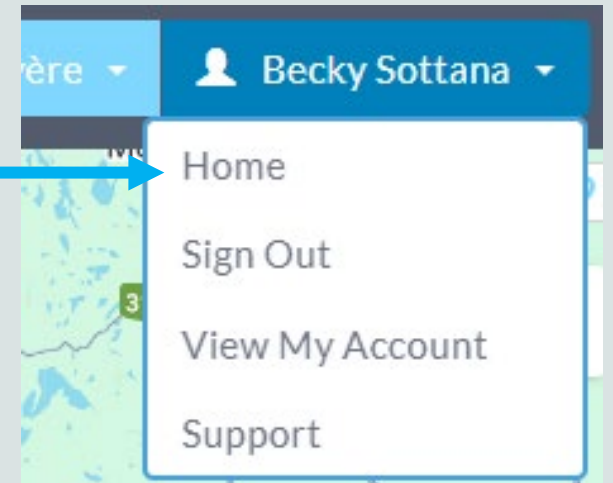
You will be provided the Shared Encryption Key by your site administrator

SWITCHING BETWEEN eReferrals and the Healthmap

- from eReferrals - click on Menu, then Healthmap



- From Healthmap, click on your name, then Home



WHAT PROGRAMS CAN I REFER TO?

- Once logged in, review the Healthmap which shows all the sites and programs in the region that are accepting OCEAN eReferrals
- By clicking on the site, you can see contact information, which programs they offer and a link to send a referral
- Bruyère hosts 2 sites for inpatient services:
 - Sub Acute Care
 - Hospice-Palliative Care

Sub Acute Care - Élisabeth Bruyère Hospital

Geriatric Rehab
Stroke Rehab
Complex Continuing Care
Transitional Care




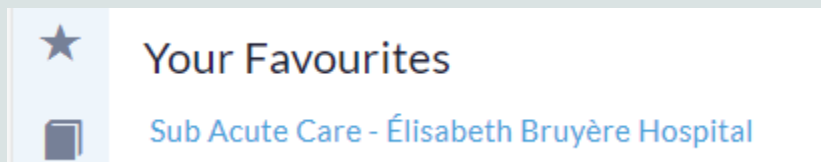
Note: TOH, Montfort and Queensway Carleton Hospitals have a subacute consult team that will complete these referrals. Please use the established process at your hospital for sending subacute referrals.

Hospice-Palliative Care; Bruyère Health and Hospice Care Ottawa Central Referral and Triage

Beds at Bruyère and Hospice Care Ottawa sites

ADDING FAVOURITE REFERRAL SITES

- You may save your favourite referral sites so you don't have to search on the map or list each time you log in
- From the Healthmap, search for:
 - *Sub Acute Care - Élisabeth Bruyère Hospital*
 - *Hospice-Palliative Care; Bruyère Health and Hospice Care*
Ottawa Central Referral and Triage
- Click ★ Add to Favourites
- It will now show in your favourites each time you log on



Sub Acute Care - Élisabeth Bruyère Hospital

📍 43 Bruyère St, Ottawa, ON K1N 5C7
☎ 613-562-6262
🌐 www.bruyere.org/en/inpatient-geriatric-rehab
🗣 English, French

Distance from 📍 5 km

Sub Acute Care

Geriatric Rehab
Stroke Rehab
Complex Continuing Care
Transitional Care

Health Service Offerings
Select offering for wait times and more details

Bariatric Care Complex Medical Geriatric Rehab Hemodialysis
Low Intensity Rehab [Show 6 More](#)

➡ Send eReferral

★ Add To Favourites

HOW DO I COMPLETE THE REFERRAL

Log in to your account on Ocean

From the Healthmap, chose which program you want to apply for:

Sub Acute Care (Geriatric Rehab, Stroke Rehab, Complex Continuing Care, Transitional Care)

Hospice-Palliative Care

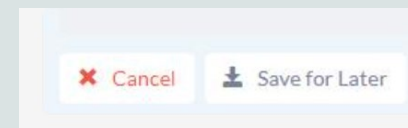
Click Send eReferral

 Send eReferral

REFERRAL FOR HOSPICE- PALLIATIVE CARE

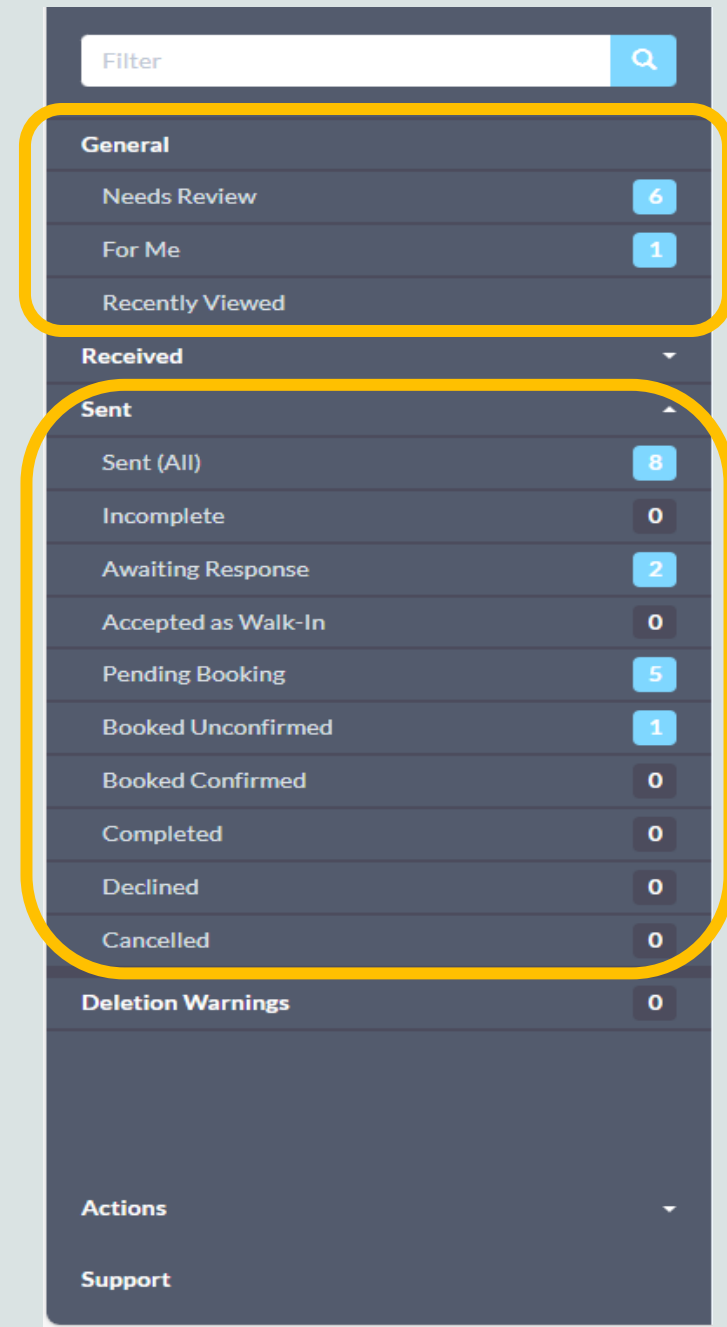


- Complete the form using existing data sources
- More mandatory fields than the SMART referral, many of which are just yes/no questions
 - If you answer YES, you must add additional information in the details box
 - If you don't know the answer, chose NO
- You cannot submit the referral until all mandatory fields have been answered
- You may add attachments
i.e. Consent Directives
Living Wills
POA papers
- You may save a draft of your referral to complete at a later time



FOLDERS

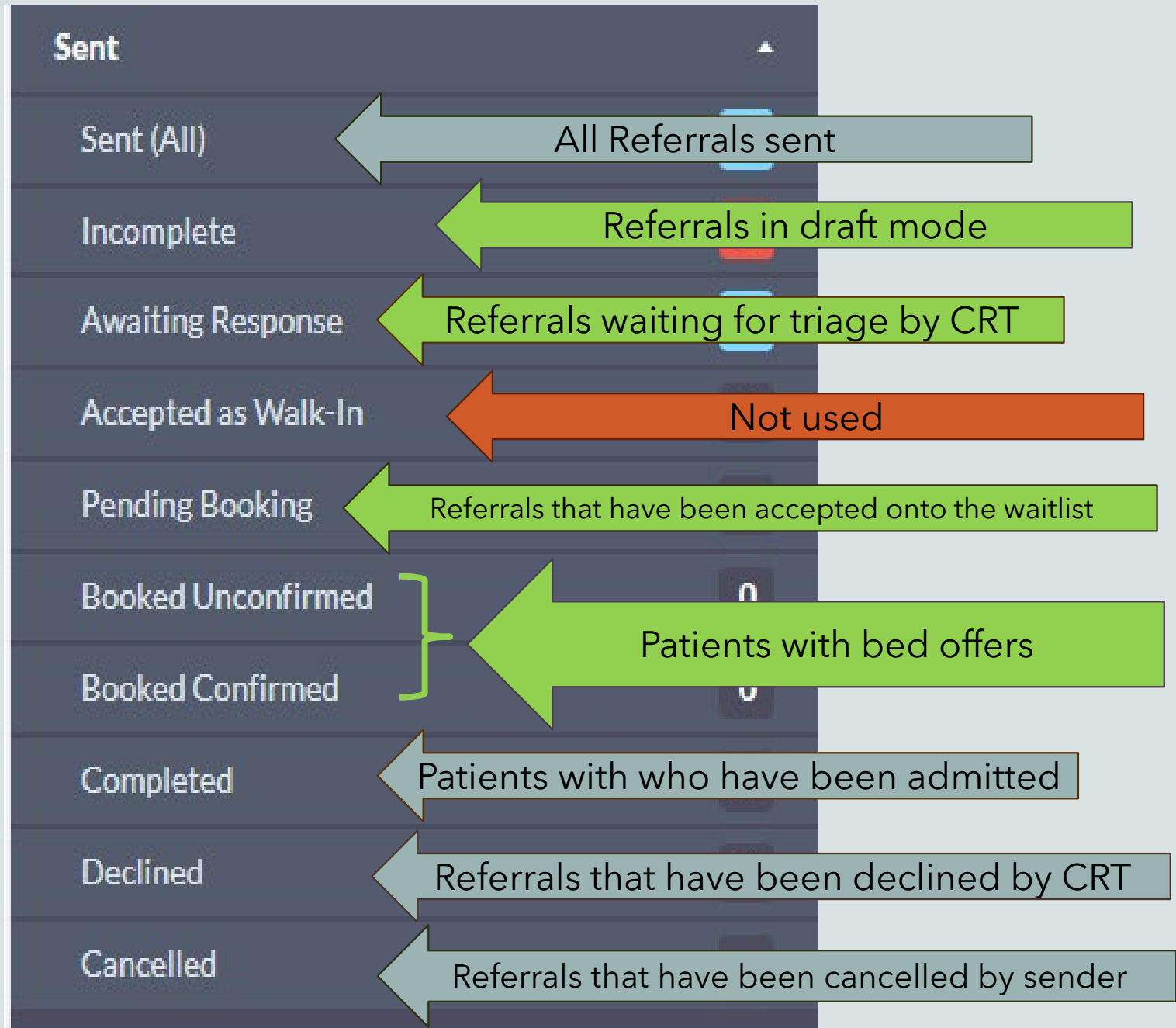
- **GENERAL**
 - *Where you will find instant messaging responses*
- RECEIVED – generally not used
- **SENT**
 - *Where are your referrals are saved*
- DELETION WARNINGS – generally not used
- ACTIONS – generally not used



WHERE ARE MY SENT REFERRALS?



All referrals that you have sent/drafted will be in the Sent folders



INSTANT MESSAGING: WHERE DO I FIND RESPONSES?

- In your "Needs Review" folder, you will find responses from the triage team

Accepted PCU
Accepted HCO
Accepted PCU/HCO
More Information Required
Declined

Messaging

Jekky Sottana - Hospice-Palliative Care: Bruyère Health and Hospice Care Ottawa Central Referral and Triage
To: Referrer (Vicki Saunders / Hospice-Palliative Care: Bruyère Health and Hospice Care Ottawa Central Referral and Triage)
Accepted/Waitlist PCU/HCO

To: [dropdown]

Add Attachments...

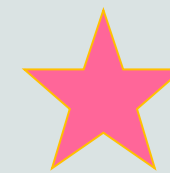
Send

RESPONSE

MESSAGE

- You can reply to the triage team if more information was requested through the Messaging section by typing your message and/or adding attachments, then clicking Send.
- If no response is required, click Reviewed at the bottom

Decline Reviewed & Close Forward



****Only professional language is to be used as this is considered part of an EMR****

BED OFFERS

- No change in practice 😊
- Bed offers will still be given verbally to the referral source
- OCEAN will track bed offers for administrative purposes only

UPDATING REFERRALS

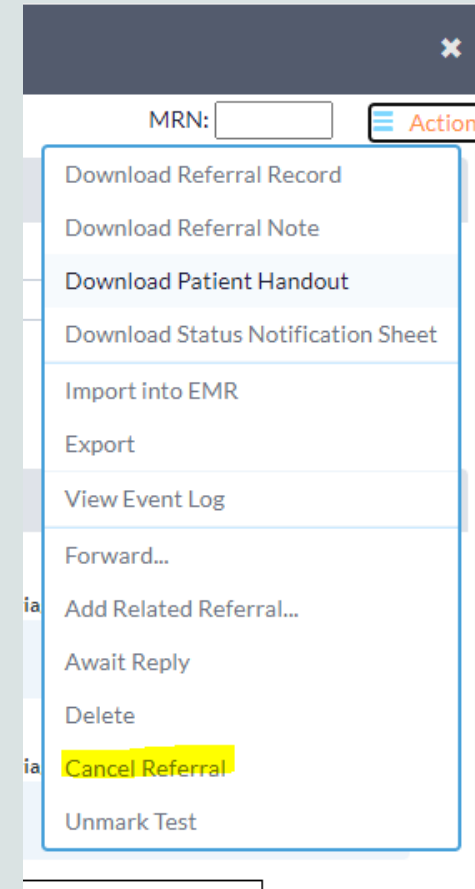
If your patient/client no longer consents, has had an acute change in medical status and no longer requires Hospice-Palliative Care or if your patient/client has deceased, you may cancel the referral directly in OCEAN

Open the referral from your Sent list

Under Action - select Cancel Referral and provide a reason

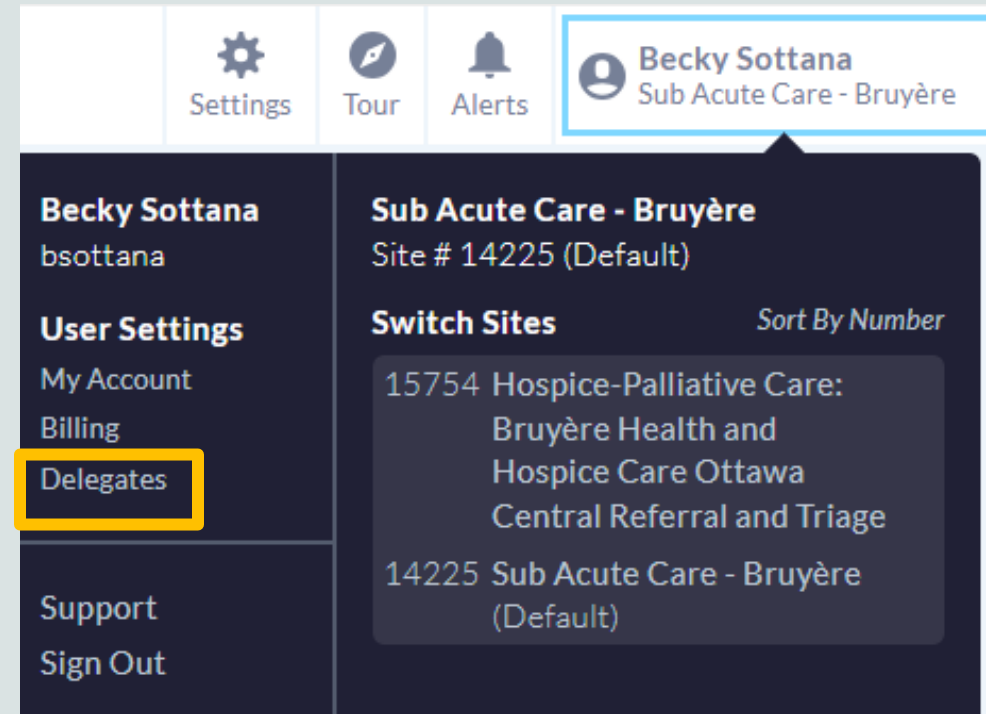
This sends a message directly to Bruyère/CRT

No further action required

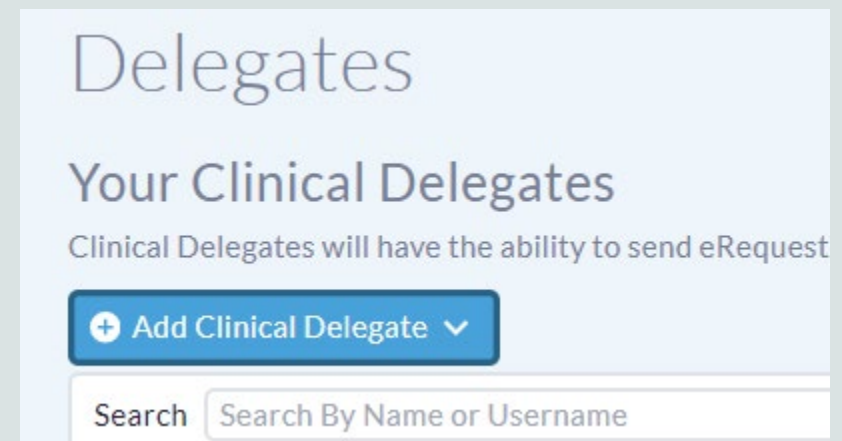


ADDING DELEGATES

- Just like SMART, you can add delegates to your account
- From the eReferrals & eConsults page, click on your name then “Delegates”
- Click “Add Clinical Delegate”
- Choose from the dropdown list of referral sources



A screenshot of a user profile menu. At the top, there are navigation icons for Settings, Tour, and Alerts. The user's name, Becky Sottana, and their role, Sub Acute Care - Bruyère, are displayed. Below this, the menu is split into two columns. The left column contains 'User Settings' (with sub-items 'My Account', 'Billing', and 'Delegates' which is highlighted with a yellow box), and 'Support' (with sub-item 'Sign Out'). The right column contains 'Sub Acute Care - Bruyère' (with 'Site # 14225 (Default)') and a 'Switch Sites' section with a 'Sort By Number' link. The 'Switch Sites' section lists two options: '15754 Hospice-Palliative Care: Bruyère Health and Hospice Care Ottawa Central Referral and Triage' and '14225 Sub Acute Care - Bruyère (Default)'.



A screenshot of the 'Delegates' page. The title 'Delegates' is at the top. Below it is the heading 'Your Clinical Delegates' followed by the text 'Clinical Delegates will have the ability to send eRequest'. A blue button with a plus sign and the text '+ Add Clinical Delegate' is visible. At the bottom, there is a search bar with the placeholder text 'Search By Name or Username'.

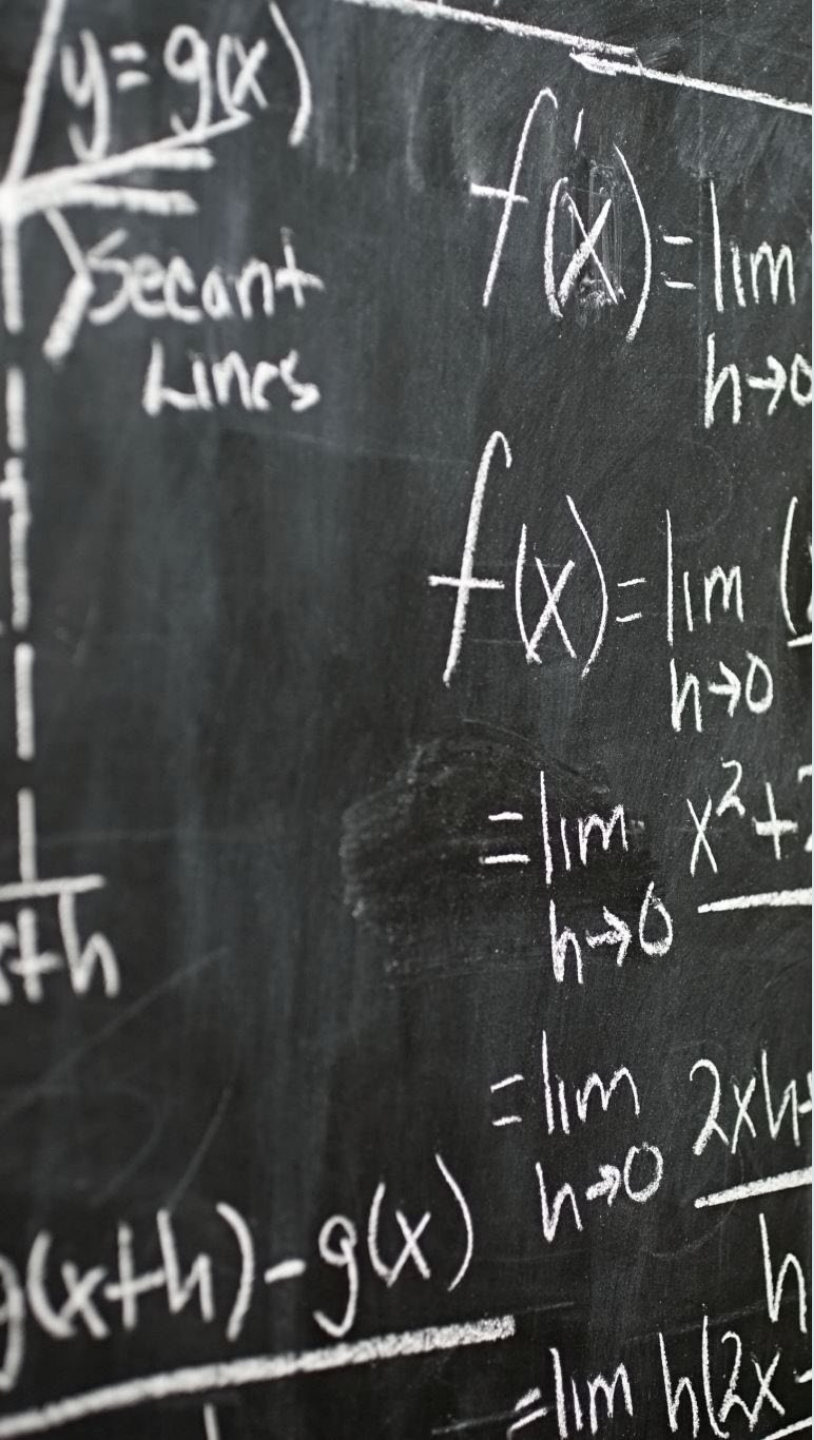
DEMO



WHAT DO I NEED TO DO NOW?

1. Create an OCEAN account
 - *If you already have an account from a previous employer, you will need to create a new account with your current email address*
2. Ensure you can log on
3. Familiarize yourself with the website
 - Add your favourite referral sites
 - Check out the eReferral

Be ready for October 1st!



WHAT IF I HAVE QUESTIONS

Ocean - General Inquiries:

Becky Sottana

Manager, Admissions and Patient Flow

613-562-6262 ext. 1883

bsottana@bruyere.org

Ocean - Technical Issues:

contact@ereferralontarioeast.ca

Clinical Questions:

CRT: 613-562-6262 ext. 1688

Bruyère Programs: 613-562-6262 ext. 1446