



Doctors Nova Scotia Webinar: MRI Ocean eReferrals

Question & Answers

Last Updated: September 28, 2023

| Question | Answer |
|---|--|
| Will Ocean eReferrals apply to the inpatient setting? | Ocean eReferrals will not apply to inpatient settings at this time. It is our hope that there will be integration between the inpatient system and Ocean eReferrals when OPOR is implemented. |
| Does parent information pre-populate for pediatric patients? | Currently, there are no fields that can be matched between the EMR and Ocean with this information. We continue to work with Ocean and EMR vendors to optimize data field matching. |
| Will there be a specific referral form for prostate MRI referrals? | Yes. Once you select prostate, the appropriate indications and fields will be available. |
| Will referring providers be able to save customized requisition templates (i.e., Macros)? | Referring providers can add? favourite destinations on the “Ocean health map” (including a specific health service). Currently, you cannot save a prefilled template of the referral forms. |
| In the event of a security breach, is there a contingency plan from Doctors Nova Scotia and Nova Scotia Health to support physicians with the IT logistics and legalities? | <i>The eReferral team is currently working on providing an answer to this question. We will update the Q&A once it is finalized.</i> |
| Can a referring provider check multiple sites for a patient’s preferred location? | The list of sites available is filtered to include only the sites where the exam can be done. From there the referring provider can select the patient’s preferred site and select additional sites they would be willing to receive care. |
| Can patients be notified regarding appointments? | If patients choose to provide an email address, they will receive automatic email notifications when their referral has been sent |

| | |
|---|--|
| | and when an appointment is booked or changed. Patients can also confirm their appointments through the email notifications. Patients who provide their email for surgery referrals can receive the same notifications. |
| Who notifies the patient of the appointment time and date? | <p>If the patient's email is included from the referrer, then all notifications to the patient will go via email. If the patient's email is not included, then the Diagnostic Imaging staff will send the notification to the patient via current processes.</p> <p>As with surgical referral notifications, referrers will also receive these notifications via an email link to Ocean unless they have changed their notification settings.</p> |
| <p>Part 1: Is a copy of the requisition and appointment confirmation saved in the patient's EMR chart, or just in Ocean?</p> <p>Part 2: Will it fall under the "investigation tab", or will it fall under "attachment" (similar to surgical)?</p> | <p>Part 1: A copy of the sent requisition will be saved in the EMR once submitted. The referral status and appointment information will be visible in Ocean. When the referral is marked as complete by the receiver site, a copy of the referral with any messaging between the sender and receiver (including the DI Provincial Queue and Surgical Central Intake) will be imported into the EMR as a PDF.</p> <p>Part 2: For the Accuro EMR, referrals can be automatically imported into either the encounter notes or a folder of your choice in the virtual chart (e.g., the "referrals" folder). This can be configured on the Ocean Portal – Cloud Connect.</p> <p>For the Med Access EMR, referrals are stored as a Task – Attachment. Your clinic can decide whether these are marked as active or complete tasks. This can be configured on the Ocean Portal (portal or tool?) – Cloud Connect.</p> |

| | |
|---|--|
| <p>When will specialists be able to onboard, order and receive referrals via the Ocean tool?</p> | <p>Most surgeons have already been onboarded to Ocean as part of the surgical eReferrals implementation and other surgeons are in the process of being onboard and trained.</p> <p>Surgeons supports for sending MRI eReferrals are being created and will be communicated at a later date.</p> <p>The Diagnostic Imaging eReferral team, in collaboration with Perioperative Services, is working on a plan to onboard other types of specialists and additional authorized prescribers to Ocean eReferrals. We are committed to keeping these future users up to date as the work evolves.</p> |
| <p>How do primary care offices not yet onboarded to Ocean eReferrals obtain MRIs after the go-live date?</p> | <p>The expectation is that all primary care providers onboarded and trained to use Ocean eReferrals would be begin using the tool to request MRIs beginning September 27, 2023.</p> <p>Those not yet onboarded can continue to submit MRI referrals as they do now, but it is important to note that this process with be phased out.</p> <p>If you are a primary care provider who has not yet onboarded to Ocean eReferrals it is vital that you submit a request as soon as possible at: www.referralsns.ca/ask.</p> |
| <p>Is it currently mandatory to use Ocean eReferrals?</p> | <p>The expectation is that all primary care providers should now be sent up on Ocean eReferrals and using it to send surgical referrals and MRI referrals now.</p> <p>If you are a primary care provider or surgeon who has not onboarded to Ocean eReferrals,</p> |



| | |
|---|---|
| | <p>please submit your request now at www.referralsns.ca/ask</p> |
| How will Ocean eReferrals be integrated with OPOR? | <p>The intention is for OPOR and Ocean to integrate. This can be accomplished in multiple ways and the OPOR team is working through the best approach for Nova Scotia. We are committed to providing updates about this work as it moves forward and becomes clearer.</p> |
| I am a primary care provider who does not use an EMR. Are there demonstrations available? | <p>Yes, this can be arranged by submitting a request at www.referralsns.ca/ask.</p> |
| Is there a phone line available to users if they encounter problems? | <p>Issues can be submitted through the Nova Scotia eReferral Resource Hub and will typically be responded to within 24-48 business hours. You can submit a request here: www.referralsns.ca/ask.</p> |
| Are offices notified when the appointment is booked, or how/when the MRI was triaged? | <p>Providers can set notification options which can include being notified when the referral has been sent, if more information is being requested, when an appointment has been booked or changed.</p> <p>Notifications are not sent when the triage is complete.</p> |
| Are Diagnostic Imaging clerks being asked to return MRI requisitions sent by paper means after September 27, 2023? | <p>No, MRI requests received outside of Ocean eReferrals will be processed as usual for the time being.</p> <p>Please note, this is for the transition period, and we will be phasing out in 2024.</p> |
| What will happen with the existing referral base? | <p>Referrals already in the system will continue to be processed as they would before and do not need to be resent using this new system.</p> <p>There will be a hybrid system of both faxed referrals and eReferrals for the time being.</p> |



| | |
|--|---|
| | <p>The expectation is that all primary care providers use Ocean eReferrals for MRI starting September 27, 2023.</p> <p>Primary care providers who are not yet onboarded can continue to submit MRI referrals as they do now, but it is important to note that this process will be phased out.</p> <p>If you are not onboarded to Ocean eReferrals, we encourage you to do so as soon as possible. Submit your request at www.referralsns.ca/ask.</p> |
| Where do referring providers find the triage information once a priority has been assigned? | That information will be available within Ocean by reviewing the “NOTES” section of the eReferral. If you have additional questions, you can send a message via Ocean to get the response. |
| What is Ocean eReferrals? | Ocean eReferrals is an EMR integrated cloud-based technology for healthcare referrals. Nova Scotia is implementing eReferrals as a key component of our commitment to improve access, reduce administrative burdens throughout the healthcare system, and achieve national targets for exam wait times. Ocean eReferrals is also being used to support the new intake model for surgical eReferrals, which rolled out in March 2023. |
| If I have discussed a case with a radiologist and it requires booking, where can I indicate that on the referral? | <p>If you have discussed a case with a radiologist, you may enter that information at the beginning of the “History and Provisional Diagnosis” section of the form.</p> <p>Note: If imaging is required emergently, current processes should be used.</p> |
| Are inpatients currently being considered for Ocean eReferrals? | Ocean eReferrals only applies to outpatients currently. |

| | |
|--|--|
| Where does outpatient emergency room ordering go for patients without a primary care provider? | Emergency department processes are not impacted and should send as they do today for attached and unattached patients. |
| Will Dragon work with OPOR? Is it compatible with MedAccess? Will it also be compatible with OCEAN? | Dragon is a program that can be used to dictate into a software program. We haven't tested this for Ocean eReferrals. |
| How does Ocean eReferrals cut down on administrative time? | <p>About 30 to 40 per cent of referrals for Diagnostic Imaging are received with insufficient information and are returned to the referrer to be completed and updated. Currently, they are not triaged, protocolled or safety checked until we receive the completed referral.</p> <p>The eReferral form in Ocean was designed to strike a balance between the time it takes for the referrer to complete, as well as ensuring the Diagnostic Imaging team has the information to accurately and safely triage and image the patient.</p> <p>We recognize it may some time to get used to using this tool but do expect it will lead to overall administrative savings over time by preventing the need for returned referrals and additional follow-ups.</p> |