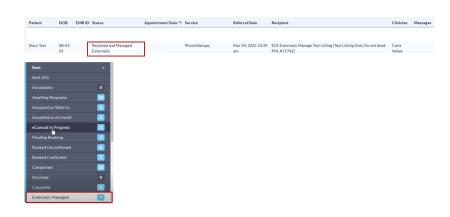


Ocean allows for flexibility in updating eReferrals and receiving notifications of status updates throughout their lifecycle. However, as a sender, certain features, like appointment details, may not always be available in Ocean depending on the receiving site's setup.

There are two possible ways these types of referrals may appear in Ocean:

1. Received and Managed Externally

With this functionality turned on, referrals will be automatically moved to a new status folder called "Externally Managed" in your Ocean site. These eReferrals will not get updated in Ocean, so you will need to follow-up with the receiving site through a different channel (i.e., phone, fax, email, etc.) to obtain status updates or appointment details regarding the referral.



When this functionality is enabled, there will a notification on the Healthmap Listing, as well as a confirmation after the referral has been sent:

Cecan Find any health service Q # near Central L		The referral was sent successfully.			
Physiotherapy		Summary:			
Physiolograpy * Self-Reported Wait Time Volk In Calculated With Time Unspectfed IF English	Appointment details (status) will be provided by	Set referration DCCE termality Manage Test Listing (Test Listing Cody, Do not 5-801-8 Pett 611/24) 235 The Bourdould State 801 Kinchenier, ON NX2N 081 This Isting allow on topulate the referral datase in Occase. Contact the fitting directly is meeded for follow up. Mitor/liscanceoptiasemad.com/referral/Referral Area/19-0-06482ee-05a6-4ea5- ax22-a4610198824-5aaccostory-06591207-781-320-8195- 10807-07913820-7066442(datasemandQuage-			
This listing does not update the eReferral status in Ocean. Contact the listing directly as needed for follow-up.	 other means; sender will need to contact the receiver outside of Ocean with questions 	You may press Ctri-C to copy this text and Ctri-V to paste it into your EMR.			

2. Referrals Completed Without an Appointment

With this functionality turned on, referrals can be marked complete in Ocean without an appointment needing to be added to the scheduling pane. These referrals will automatically be moved to the "Completed" status folder.

Appointment date of the eReferral is blank and eReferral is in the "Completed" inbox

Patient	DOB	EMR ID	Appointment Date ^	Service	Referral Date	Recipient	Clinician	Messages
Monday Test	98-01- 01			Physiotherapy	Mar 24, 2025 8:40 am	ECE Close Without Appointment Test Listing [Test Listing Only, do not send PHI, Site#11512]	Carla Vallee	
Sent			-					
Sent (All)		2	2					
Incomplete		0	3					
		5						
		٥	3		Scheo	duling pane does no	t hav	/e ap
eConsult in Pr		2						
Pending Book								
Booked Unco		0			No appointment yes	: recorded. This recipient has indicated they are managing	reterral appo	intments outs
Booked Confi	irmed							
Completed		7			Scheduling			