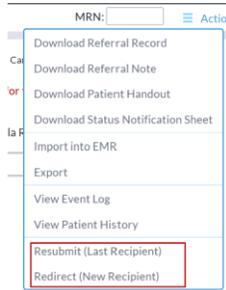


# Resubmit/Redirect Cancelled/Declined eReferrals

When an eReferral is cancelled or declined, you may choose to resubmit it to the last receiver or alternatively redirect it to a new receiver.

These options are available within the **Action Menu** of the eReferral/eConsult.



## Resubmit (Last Recipient)

The 'Resubmit (Last Recipient)' option can be used to resubmit the eReferral to the last receiver where it was previously cancelled or declined.

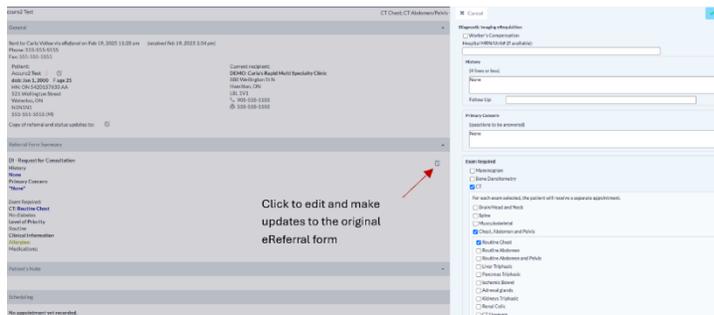
The original sender can find the cancelled or declined eReferral in a number of ways:

1. From the Ocean Portal:
  - Sent (all) inbox
  - Cancelled/declined inbox
  - Searching the patient's name

From Your EMR Integrated with Ocean:

- While in a patient's record, opening the patient dashboard

Update or add additional information to the referral form prior **to resubmitting** by clicking the pencil icon within the 'Referral Form Summary' area.



Once the referral form answers are updated, click the 'Resubmit (Last Recipient)' option in the Action menu.

## Redirect (New Recipient)

The 'Redirect (New Recipient)' option can be used to initiate a new Referral to a brand-new receiver in the Ocean Healthmap, while **reusing** the **patient demographic information** and any **attachments** found in the **'Messaging'** area of the original eReferral.

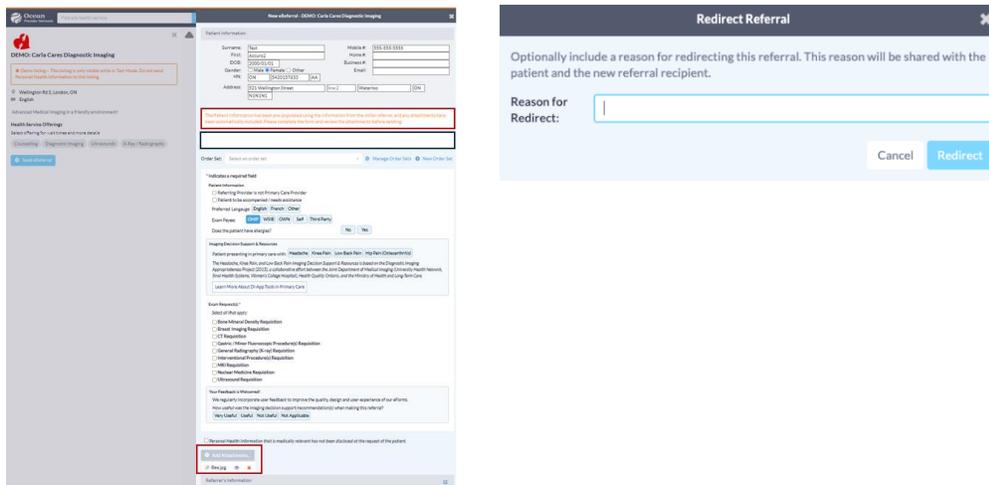
# Resubmit/Redirect Cancelled/Declined eReferrals

From the cancelled or declined eReferral, open the Action menu and select '**Redirect (New Recipient)**'.

You will be prompted to optionally include a '**Reason for Redirect**', which will be shared with the patient and the new referral receiver via email notification and recorded in the '**Messaging**' area of the new referral.

**Note:** If no reason is provided, there is no indication to the new receiver that the new eReferral/eConsult originates from the redirection of a prior referral.

Click "Redirect" and you will be taken to the Healthmap to select a new receiver listing. Once selected, the **Patient Information** and **Attachments** from the original referral will be automatically populated on the new referral form.



Complete the new receiver's eReferral form, review the included attachments, and click '**Send**'.

## Redirect not Available

Some receiving sites may choose to disable the functionality for eReferrals to be resubmitted. In these cases, within the eReferral under the "Action" menu the "Resubmit" option will be greyed out with the reason "disabled by receiver". Note: You will still have the option to redirect the eReferral.

