Nova Scotia eReferrals Enhancements
October 12, 2023

What you told us…	How we responded…
The referring provider is not populating when I import a new referral in my EMR.	**UPDATED:** The referring provider can now populate in the provider field within both Accuro* and Med Access. *Accuro users must have an administrative Ocean user with your office re-authenticate your Ocean Cloud Connect for this to occur.
There are multiple providers in our practice, and we can see referrals sent by others.	Senders can now add a filter so that only the referrals they have sent are visible. Learn how **here**.
I need more help getting started to save me time and learn to make eReferrals work for me.	In-person support is currently available. Click here to request a visit: **www.referralsns.ca/ask**.
Healthmap search limits mean some services are not showing in search results.	This limitation has been removed, allowing for more detailed, specific searches.
Adding attachments in Med Access involves too many steps, so takes too much time.	Ocean first launched a Chrome Extension that deleted downloaded results. An **extension** launched in June makes it much easier to add attachments, saving time, and avoiding the need to download personal health information. View **Tutorial** , **Tip Sheet** or **FAQs**.
Not all CPP information (medical history, current medication) flows from Med Access.	Ocean resolved this to allow complete CPP views. Manual entries are not required.
There are duplicate directory listings, so I am unclear which one to use.	Some draft listings that didn't get removed when surgeons created their own have since been removed.
Appointment information is not flowing from my Med Access EMR to Ocean.	Med Access integration has been enhanced to allow appointment information to be pulled into Ocean.
Changes made to patient demographics in Ocean don't show in their Med Access chart.	Changes are now updated in Med Access patient charts by ensuring it recognizes the province associated with their health card.
When I copy and paste text into the referral form, I get an error on the imported copy.	Copied and pasted text now imports into the EMR without the error message appearing.
I am sending the referral, but I am not getting assigned to me when it gets imported into Med Access.	Referrals are now assigned to the referring provider if two of three fields (i.e., last name, professional ID, billing #) match in their Med Access profile and Ocean clinical contact information settings. When a colleague sends a referral on your behalf, it can still be assigned to you. They must specify you are the sending physician.