

Top Five Things Senders Ask About Surgical Referrals

How does Central Intake choose where to send my patient?

Central Intake (CI) considers several factors when deciding where to send a referral:

- **Patient preference** – If a patient has requested a specific provider, every effort is made to honour that choice.
- **Location** – Patients are typically referred to providers in their own community whenever possible.
- **Wait times** – If the patient is willing to travel, they may be referred elsewhere to access a shorter wait time.
- **Service required** – Referrals are matched based on the reason for referral and which providers offer that service.

Keep in mind that referral placement also depends on current waitlists and provider availability, which can change over time.

My referral was declined by the provider or redirected to another service. Do I need to send a new referral?

If the referral is for a surgical service, you do not need to send a new referral — Central Intake (CI) will review it and redirect it to the appropriate surgical provider or service.

However, if the referral is no longer appropriate for surgery (e.g., it was sent to Plastic Surgery but should go to Dermatology), the original referrer (e.g., primary care provider) is responsible for sending a new referral outside of the surgical pathway (e.g., by eFax or another method).

My patient no longer needs the referral. How do I cancel it?

You can cancel a referral directly in Ocean. Here's how:

- Open the referral in Ocean.
- **Click the “Action”** button in the upper right corner.
- **Select “Cancel”** from the drop-down menu.
- Follow the prompts to complete the cancellation.



How will I know if Central Intake or the surgeon has questions or additional information about my referral?

Messages from Central Intake (CI) or receiving providers will appear in your **Needs Review** folder in Ocean. This folder is used to support communication and helps keep referrals, and patient care, on track. Be sure to check it regularly.

To view and respond to messages:

- Sign in to Ocean or launch from your EMR.
- Open your **Needs Review** folder to see any eReferrals that require attention.
- Click on a referral to read the message.
- Take any necessary action (e.g., reply, update information).
- **Click Send** to submit your response.
- **Click Reviewed & Close** to complete the process.

My patient's contact information has changed. How do I update it?

You can edit the patient's information directly within the referral:

- Open the referral in Ocean.
- **Click the pencil and paper icon** next to **Patient Demographics**.
- Make any necessary updates (e.g., phone number, address, email).
- **Click OK** to save the changes.