

Memorandum

To: Perioperative Network and Endoscopy Service Council, Nova Scotia Health

From: Dr. Greg Hirsch, Senior Medical Director, Perioperative Services Network, Nova Scotia Health

Date: November 18, 2025

Subject: Actioning incomplete referrals: steps to support timely patient care

As part of our ongoing efforts to improve how we deliver perioperative and endoscopic care to Nova Scotians through electronic referrals (eReferrals), we want to ensure providers feel supported in using the tool effectively and efficiently. A key part of this is managing referrals consistently and completing referrals including booked appointment dates as well as referral completion and outcome. This will allow us to keep providers informed of referral volumes and wait one times, allowing for relevant advocacy for underserved referral populations. This also keeps referring providers and patients up to -date on the status of their referrals.

When referrals remain incomplete in the eReferral system, they risk being overlooked, and lost. This risk is compounded by the imminent implementation of our clinical information system.

All offices are responsible for ensuring their referrals remain current. We are implementing structured supports and monitoring progress to ensure this work is completed by Spring 2026, enabling and aligning with upcoming digital health initiatives.

Here are a few simple steps that can make a big difference:

- **Triage referrals within 14–21 days**
- **Update referrals with booked appointment dates**
- **Record consult outcomes and complete referrals**

To assist you, our team has developed several resources for you and your staff:

- [Five key steps to managing your referrals in Ocean.](#)
- [Retroactively completing a referral tip sheet](#)
- [Retroactively completing a referral video – eServices program](#)
- Watch these **quick videos**:
 - [Accuro – Completing a Referral on Vimeo](#)
 - [MedAccess – Completing a Referral](#)

- [Non-EMR – Completing a Referral on Vimeo](#)
- [MedAccess - Receiving a New Referral on Vimeo](#)
- [Accuro - Receiving a New Referral on Vimeo](#)
- [MedAccess - Push Appointment Details on Vimeo](#)
- [Accuro - Push Appointment Details on Vimeo](#)
- For in-person or virtual support with workflows, strategies, or questions, request a session at referralsns.ca/ask.

Thank you for supporting this important work. By keeping referrals up to date, we reduce administrative burden and safeguard patients' timely access to care and reduce risks of lost referrals with CIS implementation.