

EMR notifications - sent referrals

For Med Access users

Pre-Requisites

- Admin Access to Med Access and Ocean
- EMR Instance ID and EMR Secret

This tip sheet outlines the steps in configuring your Ocean settings, and how to best use this feature. Users can submit a ticket to: referralsns.ca/contact-us to begin the technical component of setup. Once completed, follow the steps below.

Ocean users can have their Ocean site configured to allow notifications of new messages and declined eReferrals to come directly into their EMR (Med Access) in the form of an active task within the patient’s chart. This feature offers users the ability to be notified of important information quickly and in turn, actionable items can be managed in a timely manner to avoid delays in patient care.

Self-Configuration

1. Launch into Ocean from Med Access
2. Click your name in the top right corner, select My Account
3. Click “Edit EMR Notifications for Sent eRequest”
4. Users belonging to multiple sites, locate the desired Ocean site to configure
Next to New eRequest messages, select the user from the dropdown who should receive notifications for eReferrals you send

The screenshot shows a configuration interface for 'Med Access Test Site'. It features a table with two columns: 'Event' and 'EMR User'. The 'Event' column has two rows: 'New eRequest messages' and 'Declined eRequests'. The 'EMR User' column has a dropdown menu for 'New eRequest messages' currently set to 'Kanika Sood'. Below the dropdown is a search bar with 'Filter Options' and a list of users: 'None' and 'Kanika Sood'.

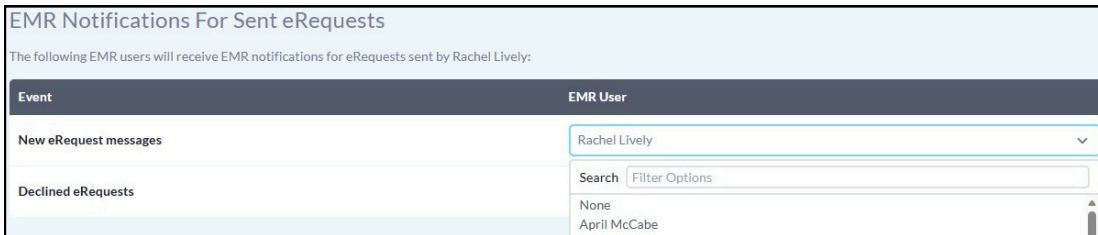
Event	EMR User
New eRequest messages	Kanika Sood
Declined eRequests	

- Next to Declined eRequests, select the user from the dropdown who should receive notifications for eReferrals you send

Your changes are automatically saved.

Configuration on Behalf of Others (Admin Privileges)

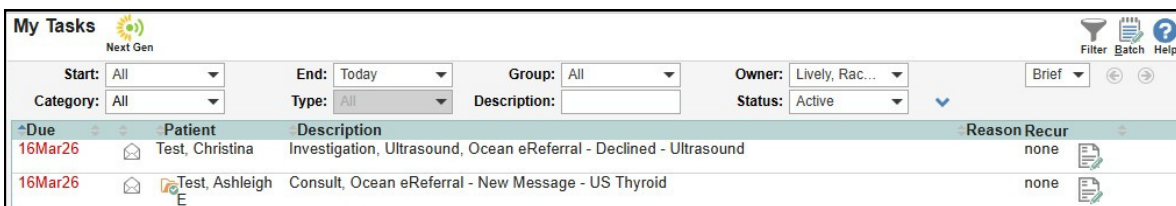
- Launch into Ocean from Med Access
- Click Menu → Admin
- Select Users under Site Settings
- Locate the sending provider of interest and select “Manage User”
- Under “EMR Notifications for Sent eRequests”, select the user to receive the notifications from the dropdown lists that are sent by that provider



Your changes are automatically saved.

Managing Notifications

- Review the new communication as it appears in your Active Tasks list



- Click on the description to open the task in a new window

3. Review the message. If you review the task as the admin, you may need to forward the task to your provider or vice versa

The screenshot displays a medical task management interface. At the top left, the patient's name 'Ashleigh E Test' is shown along with their age '42 years' and phone number '(902) 222-5555'. The interface is divided into two main sections: 'Task' and 'Observations'.

Task Section:

- Category*:** Consult
- Type:** (Dropdown menu)
- Description:** Ocean eReferral - New Message
- Reason:** (Dropdown menu)
- Note / Instructions:** Enter new note/instructions here
- Assignee*:** Lively, Rachel
- Due*:** 16-Mar-2026
- Last Update:** Rachel Lively
- Actions:** Update or Forward, Complete this task
- Buttons:** Save, Preview

Observations Section:

- Ordering Provider:** (Dropdown menu)
- Service Provider:** (Dropdown menu)
- Response:** 16MAR2026 09:05AM
- Note:** Ocean eReferral - New Message - US Thyroid
- Message content:** "Good morning, Testing Testing"
- Additional Info:** Med Access Test Site has received a new message about an eReferral sent to TEST NSH/IWK Diagnostic Imaging Provincial Queue on 03-Jul-2025 at 10:21 AM (ADT). Patient: Ashleigh Test (HN: 0001464650) Description: US Thyroid Reason for referral: US Thyroid
- Ocean request URL:** <https://ocean.cognisantmd.com/ocean/portal.html?siteNum=7919#/referrals/fd9f1bd6-651e-4501-b263-034a98902911/edit>

4. Click the patient's name in the top left corner to navigate to their chart
5. Click Launch
6. In the Ocean Extension, click "View Patient"
7. Select the Sent eReferral under Active Tasks. Tip: The Status will say "Needs Review"
8. Action as necessary
9. Click Reviewed and Close
10. Complete the task in Med Access

If an Ocean user who has sent eReferrals is removed from your Ocean site, notification will no longer be sent to your EMR.