

Awaiting Reply Folder

For receiving providers

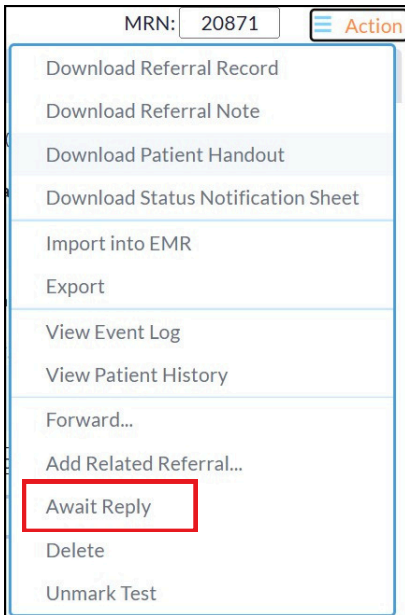
The Awaiting Reply folder, located within the Received section of Ocean folders, helps users track eReferrals that are pending a response. eReferrals can be moved into this folder when additional information or clarification is required, allowing users to actively manage and follow-up on outstanding items.

Key Considerations

- eReferrals awaiting a reply are displayed in purple text for all eReferral stakeholders.
- The folder an eReferral returns to is determined by the location it originated from prior to being moved to Awaiting Reply.
- Regularly reviewing the folder is essential to prevent delays in patient care, particularly when information from the referrer has not yet been received.
- eReferrals cannot be Declined while in the Awaiting Reply folder. To Decline:
 - Copy the patient’s health card number or note their last name
 - Click Accept Reply
 - Use the Filter field to locate the eReferral in its original folder, then proceed with declining.
- Messages received will appear in the Needs Review folder assigned to “Any”. After selecting Reviewed & Next (Close), users will have the option to “Accept Reply”.
 - New eReferrals in the New folder with messaging will not appear in the Needs Review folder.

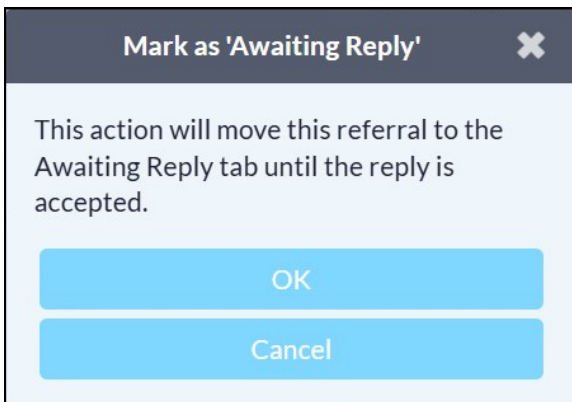
Adding an eReferral to Awaiting Reply

1. Sign into Ocean
 - a. **EMR users:** Launch Ocean directly from your EMR.
 - b. Portal users: Sign in at ocean.cognisantmd.com.
2. Locate and open an eReferral you would like to move to Awaiting Reply
3. Click Action in the top right corner



4. Select **Await Reply**

5. In the pop window, select **OK**



Your eReferral can now be found in the Awaiting Reply folder.

Removing an eReferral from Awaiting Reply

1. Sign into Ocean
 - a. **EMR users:** Launch Ocean directly from your EMR
 - b. **Portal users:** Sign into Ocean at ocean.cognisantmd.com
2. Navigate to the **Awaiting Reply** folder
3. Open an eReferral
4. Copy the patient's health card number or note their surname
5. Click **Accept Reply**



6. Use the **Filter** field to locate the eReferral in the folder it originated from.

Alternatively, when selecting **Reviewed & Next (Close)** on an eReferral in the Needs Review folder, users will be prompted to remove the referral from the Awaiting Reply folder, if it was previously placed there.