

EMR notifications - Received referrals

For Accuro users

Pre-Requisites

- Access to Accuro UUID, API Username, and API Password (user with admin access to Accuro can call their support line 1-866-729-8889, option 0 to obtain these).
- Admin Access to Accuro and Ocean

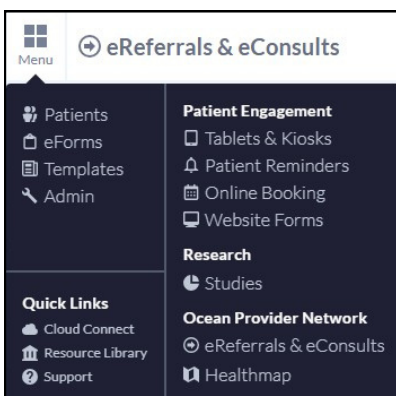
This tip sheet outlines the steps in configuring your Ocean settings, and how to best use this feature. Users can submit a ticket to: referralsns.ca/contact-us to begin the technical component of setup. Once completed, follow the steps below.

Ocean users can have their Ocean site configured to allow for notifications of New eReferrals, Cancelled eReferrals, and New messages on eReferrals to come directly into their EMR (Accuro) in the form of a 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.

For new incoming eRequests, Ocean will automatically create a patient chart within the EMR if one does not already exist. If an eReferral is later declined rather than accepted, an additional declined notification will appear in the patient's chart instead of being assigned directly to a user.

Configuration

1. Launch into Ocean from Accuro
2. Click Menu → Admin



3. Click Directory Listings

Locations

Organization
Create an organization for use in the Ocean Healthmap or in Text Message Reminders.

Directory Listings
Create, update, or remove Directory Listings for use in the Ocean Healthmap, for eReferrals, Website Forms, or Online Booking.

4. Select “Manage EMR notifications”.

Directory Listings

Search Listing Name ⚙️ Manage EMR notifications ➕ Add new listing

5. Under New eRequests, select the user from the dropdown who should receive notifications for eReferrals you receive.

New eRequests

Listing	EMR User
> Accuro Specialists Test Site-Brenda Mosher	None
> Accuro specialists-Sarah Corbin Pediatrics	Search rach Rachel Lively

6. Under Cancelled eRequests, select the user from the dropdown who should receive notifications for eReferrals that have been cancelled.

7. Under New eRequest messages, select the user from the dropdown who should receive notifications for eReferrals with new messaging.

Your changes are automatically saved.

Managing Notifications

1. Review the new communication as it appears in your Task list.

	Due Date	Created Date	Created By	Checked out	Patient	Reason	Priority	Attachments
Mail	2026-Apr-08	2026-Apr-08 8:55 AM	OceanAPINSHAN		Test1, Demo	--	Normal	Ocean eReferral - Cancelled - Pediatric DentistryAn eReferral sent by April McCabe on 03-Mar-2026 at 04:4
Tasks	2026-Apr-07	2026-Apr-07 11:00 AM	OceanAPINSHAN		Test10, Demo	--	Normal	Ocean eReferral - New eReferral - OrthopedicsAccuro Specialists Test Site-Brenda Mosher has received

2. Click on the task.

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.

This task is due today			
Patient	Test1, Demo	Task Created By	OceanAPINSHAN
Date Due	04/08/2026	Priority	Normal
Assigned To	rively		
Notes	Ocean eReferral - Cancelled - Pediatric Dentistry		
	An eReferral sent by April McCabe on 03-Mar-2026 at 04:04 PM (AST) to Accuro Specialists Test Site-Brenda Mosher has been cancelled.		
	Patient: Demo Test1 (HN: 0012345678)		
	Description: Pediatric Dentistry		
	Reason for cancellation: "Test Cancellation"		
	Ocean request URL: https://ocean.cognisantmd.com/ocean/portal.html?siteNum=7920#/referrals/fa910d62-1891-479b-ba5d-fc6271cf0fdf/edit		

4. From the patient's chart, click Pt Dashboard to launch Ocean (the name of your Accuro Ocean friendly button may differ).

5. Select the Received eReferral under Active Referrals.

6. Action as necessary and:

- a. Click Reviewed and Close for new eReferral messages or cancelled eReferrals in the Needs Review folder.
- b. Click Accept or Decline for newly received eReferrals.

7. Complete the task in Accuro.

If an Ocean user is removed from your Ocean site, notifications will no longer be sent to your EMR.