

Adding attachments

For Accuro users

Pre-Requisites

- Installed the Accuro Friendly Buttons
- Reviewed Sending an eReferral – Accuro

Supporting documents can be attached to an eReferral in Ocean to provide additional clinical information that may assist the receiving provider in reviewing and prioritizing the eReferral. For Accuro users, attachments can be added directly from the patient's chart when submitting the eReferral. Documents can also be attached to existing eReferrals. Please note: if you experience any challenges with adding attachments, it may be due to security settings. Please see the tip sheet on Accuro Security Settings for more information.

For receiving providers, users reviewing an eReferral can also add attachments in Ocean if additional documentation needs to be included as part of the referral record.

Including appropriate documents can help support eReferral review and may reduce delays caused by requests for additional information. Please see Tests / Exams Required or Requested to Accompany Surgical eReferrals for more information.

Common attachments include:

- Pathology reports
- Laboratory results
- Imaging reports

Best Practices for Attachments

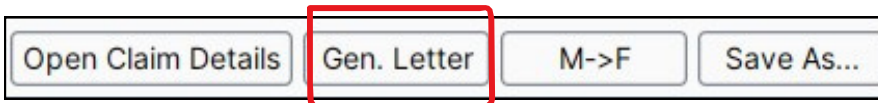
- Ensure that documents are clear and complete. Attach the most relevant clinical information to support eReferral review and prioritization.
- Combine related pages into a single PDF when possible, to keep attachments organized and easier to review.
- Attachment file types can be one of the following: jpg, jpeg, png, tiff, tif, mp3, mp4, txt, or pdf.

Including Attachments When Sending an eReferral

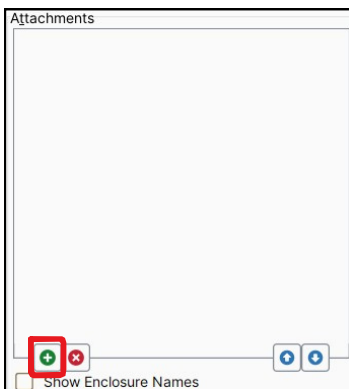
1. Open the patient's chart in Accuro.
2. Click the installed Ocean Attachment button. The name of the button may differ.



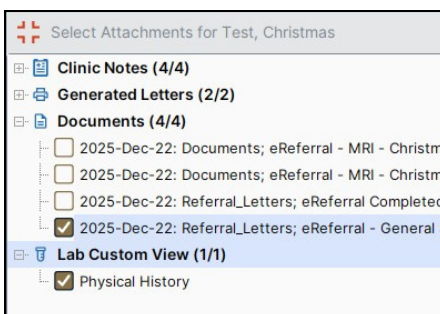
3. Select a Date of Service and click OK.
4. Select Gen. Letter



5. Click green plus (+) button found under Attachments

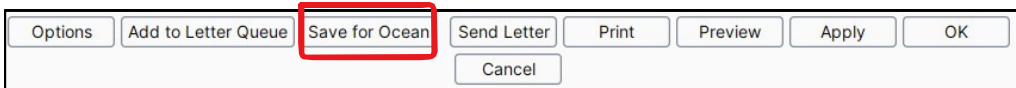


6. Select relevant documents to attach.



7. Click OK.

8. Click Save for Ocean



9. While still in the patient's chart, click the Send eReferral button and continue the steps for submitting an eReferral. Once the eReferral form opens, the attachment will be visible.

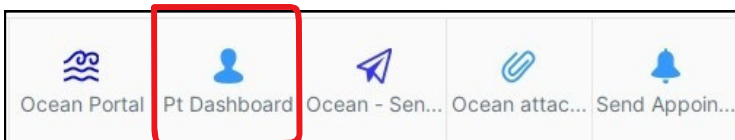


Tip: If you forgot to include an attachment before selecting a service to refer to, follow Steps 1-8 and then click Add Attachments on the eReferral form before submitting the eReferral. In the pop up window that appears, select Ocean Attachment.



Adding Attachments to an eReferral That Has Already Been Sent or Received

1. Follow Steps 1-8 above to prepare the attachment.
2. Click the installed Pt Dashboard button. The name of the button may differ.



3. Select the eReferral you previously sent.

Active Referrals

Received

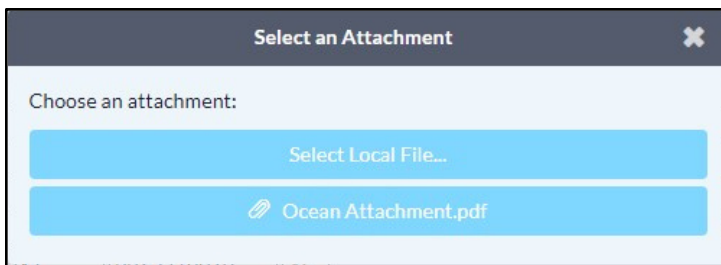
Date Sent	Description	Referrer	Source Site	Provider	Status	Booked Date
Dec 22, 2025 9:43 am	General Surgery	Rachel Lively	TEST NSH/IWK Diagnostic Imaging Sender Site	Accuro Specialists Test Site-Brenda Mosher	E-forwarded to Accuro Specialists Test Site-Brenda Mosher: Completed	Dec 22, 2025 10:00 AM

Sent

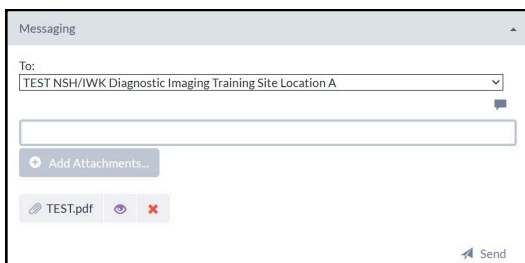
Send eReferral

Date Sent	Description	Referrer	Source Site	Provider	Status	Booked Date
Dec 22, 2025 11:24 am	MRI	Rachel Lively	Accuro NSH Test Site	TEST NSH/IWK Diagnostic Imaging Provincial Queue	Sent	

4. Click Add Attachments under Messaging section.
5. Select Ocean Attachment from the pop-up window that appears.



6. Use the eye icon to preview the attachment if needed. The “x” icon can be used to remove the file if necessary.
7. Select the recipient from the dropdown list.
8. Click Sent to deliver the attachment.



Attachments can also be added to received eReferrals in the Notes section. Attachments included in the Scheduling area must be uploaded from a document saved on your computer.