How to Send an ESD Request via Ocean eSubmission
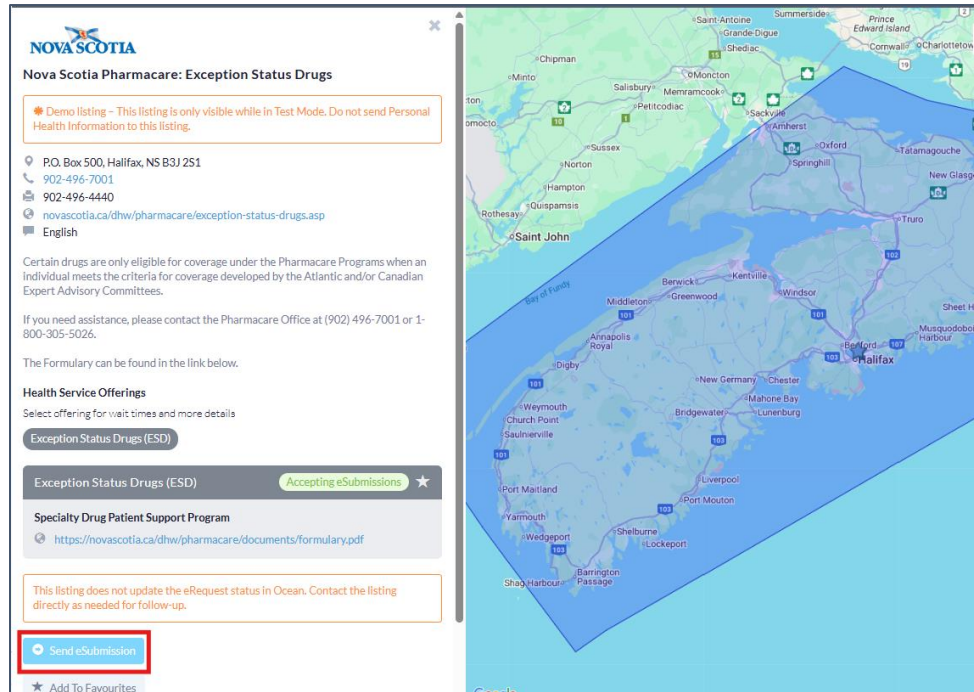
1. Initiate the eSubmission

Launch the Ocean Healthmap:

- **Portal Users:** Log in to OceanMD, select **Menu → Healthmap**

- **Accuro Users:** Open the respective patient's chart and select the **Send eReferral/eRequest** CDS link or quick action button

- **Telus Med Access:** Open the respective patient's chart and select **Launch → View Patient → Send eReferral/eRequest**

2. Select the eSubmission Recipient

i. Within the Healthmap, search for the Directory Listing: **Exception Status Drugs (or ESD).**

ii. Click on **Send eSubmission**.

Note:
- You can add this Directory Listing to your site's list of favourites, by selecting **Add To Favourites** at the bottom left of the listing as seen in the image above.

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3. Complete the form and send the eSubmission

i. Enter your patient's information (if you are using an integrated EMR, this information will automatically populate).

ii. Choose a medication via the *Search By Medication* or *Search By Condition* pathway.

Note: Within each search pathway, you can type the desired medication or condition in the searchable drop-down menu. If you are unable to locate the specific medication, it may not be a benefit or it may be:

- an ESD but uses a Standard ESD form, click "*Complete Standard ESD Form*" above
- a full benefit and not require a form. The formulary includes information on benefit status and is linked on the form

iii.   Complete all required fields on the form. Fields marked with an asterisk (*) are mandatory and must be filled in before you can send the eSubmission.

iv.   If applicable, add supporting documentation by selecting **Add Attachments** (located above the Referrer's Information section).

Note: If your EMR is integrated with Ocean, follow the steps you would take to add an attachment to an eReferral. If you are using Ocean via the web Portal, follow the prompts once you select **Add Attachments** to access relevant documents saved on your computer.

v.   Once the form is complete, click **Send eSubmission** at the bottom right of the form.

vi.   Save the eSubmission for your records.

- If you are using Ocean via the web portal, open your eSubmission found within your Sent eReferral folder, click **Action** > **Download Referral Record**.

- If you are using an EMR that is integrated with Ocean, a copy of your sent request will be automatically imported into your patient's chart.

4. Managing the sent eSubmission

eSubmissions to the Pharmacare Exception Status Drug listing will be **managed externally** meaning that the eRequest status will <u>**NOT**</u> be updated in Ocean. Please contact the Pharmacare Office at (902) 496-7001 or 1-800-305-5026 as needed for follow-up.

For your awareness and records, you can find the sent eSubmissions on your Ocean site within the *Sent (All)* or *Externally Managed* folders.

5. Support with the eSubmission

If you experience difficulties with the eSubmission, you should submit your ESD request through existing methods, such as e-Fax, fax, or mail.

If you have issues with the Ocean platform, you can view their support resources and reach out to their support team for help here: https://support.cognisantmd.com/hc/en-us.

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