

### WHAT IS THE PATIENT EXPERIENCE?

A recent Health Quality Council of Alberta report tells the story of a young man, Greg, whose death was a result of systemic failure to coordinate care and manage transitions both inside and outside of AHS. The recommendations of this report emphasize that all providers need to place the patient at the centre of our care. We need to consider how our processes affect the patient.

PROCESS	RESULT
Only the referring provider is provided with details of the patient's appointment	Patient is the last person to know about their appointment and it requires multiple phone calls to change an appointment
Patient appointments are assigned and patient is not called to offer choice	Patient is less likely able to make appointment
Wait time for services are unknown	Patient does not know what to expect and is unable to choose the care option that works best for them
Patient is not immediately notified about their potential appointment or referral	Patient is unable to plan as they don't know when to expect an appointment
Referral information is incomplete so it cannot be triaged <ul style="list-style-type: none"> <li>Unclear requirements</li> <li>Unclear where to send the referral</li> <li>No clear purpose for sending the referral</li> </ul>	The patient waits longer. Incomplete referrals cause, on average, six weeks of delay to hip and knee replacement referrals.

### UPCOMING WEBINARS

Join us online to learn more about eReferral and see it in action. Just click to register.

Date	Time	Link
January 29	0730-0830	Register
January 29	1200-1300	Register
January 30	0730-0830	Register
January 30	1400-1500	Register
February 26	1200-1300	Register
February 27	0730-0830	Register
March 19	0730-0830	Register
March 20	1200-1300	Register

If you would like to attend a webinar, click the link above or contact Jim Seely at [james.seely@albertahealthservices.ca](mailto:james.seely@albertahealthservices.ca)

As the most important stakeholders in their care, patients need greater access to their information and transparent choice about timely access. This requires that care providers act in concert – sharing wait times, availability and consultation findings, agreeing to minimum referral standards, and clarifying roles and responsibilities. The patient journey is shared by the patient and all care providers.

### TO IMPROVE YOUR PATIENTS' REFERRAL EXPERIENCE:

1. Follow the College of Physicians and Surgeons Standards of Practice for the referral consultation process stated on the referral

#### REFERRING CLINICS

2. Discuss the different care options that are available to the patient and what the process is to get that care
3. Verify all patient information with the patient
4. When sending a referral include all the required information needed for triage. If you don't know what is required, call and ask or check Alberta Referral Directory or Calgary Zone – Path to Care Directory
5. Make sure the care requested for the patient is clearly

#### RECEIVING CLINICS

6. Make your referral requirements and wait times available to referring clinics and patients
7. Make a timely reply to the referring physician and patient acknowledging receipt of referral
8. Contact the patient directly to arrange their appointment and let the referring clinic know when this appointment will be
9. Talk with the patient about the next step for their care

*We want to provide Albertans with the best care experience possible because they are the people we care about – our family, our friends and our neighbours.*

### eReferral IS SET TO MAKE AN IMPACT



"Implementing eReferral will have positive impact on patients, on providers and on the health system.

Standardized referral requirements will ensure that incomplete referrals do not result in unnecessary delays for patients. This will reduce or eliminate incomplete referrals and improve access for patients.

Providers using eReferral will have less need for additional communication through phone calls, faxes ...etc. This means less time for specialists and referring doctors to engage in duplicate communication.

The overall system will also benefit through eReferral. One specific improvement will be through the pooling of wait lists, allowing for patients to be offered the next available surgeon date. Another improvement will be the automatic electronic capturing of wait time stamps, which will improve the consistency of detailed wait time data capture across Alberta."

*Dr. Don A. Dick, MD, FRCSC (C),  
Senior Medical Director, Bone & Joint SCN*

### eReferral AND INTEGRATION

The most common question the eReferral team is asked is, "Does eReferral integrate with electronic medical records (EMRs) or scheduling systems?". The answer is "yes" and "no". eReferral is accessible through some parameter launch browsers (PLB), a technology that allows quick access and patient matching between EMR Alberta Netcare Portal. But there is no direct integration at this time. This means that referrals must be managed by using the tools inside Alberta Netcare Portal.

For eReferral to successfully integrate with other systems, the following need to occur:

1. validate the business requirements of EMR integration with key stakeholders. This includes the workflow, the user interface guidelines, and the technical messaging specification;
2. wrap the requirements into a work plan, with budget, resourcing, and timelines;
3. build specifications and guidelines to meet the business requirements. These specifications require constant feedback and testing;
4. fund development for implementation of the specification, pilot processes and technology;
5. if pilots go well, roll into production with other participants;
6. measure and improve.

### CALL TO ACTION:

The eReferral project needs community support to continue this journey. If you or your clinic is interested in guiding how EMRs integrate with eReferral, please contact Jodi Glassford at [jodi.glassford@albertahealthservices.ca](mailto:jodi.glassford@albertahealthservices.ca)

### WHERE ARE WE NOW?

January 30, 12 pm

**FOOTHILLS PCN  
SHOW 'N TELL**

February 2, 2pm

**MEDICINE HAT PCN  
SHOW'N TELL**

February 5, 2pm

**COCHRANE PCN  
SHOW 'N TELL**

### DON'T MISS OUT!

**If you would like an info session with the eReferral Team, contact Jim Seely at [james.seely@albertahealthservices.ca](mailto:james.seely@albertahealthservices.ca)**

### Next Issue:

Standardized referral requirements:

*What's the big deal?*

### Did you know?

There are 37 EMRs in use across Alberta. Each one is built differently and speaks a unique language.

CALL TOLL-FREE  
**1-866-756-2647**

TO ENROLL  
Alberta  
**Netcare**  
ELECTRONIC HEALTH RECORD