

Alberta's Paperless Referral Solution



July 2014 Vol. 2.4

with great excitement that we announce eReferral's successful within launch the Alberta Netcare Portal on July 14, 2014. eReferral offers Alberta Netcare users the ability to create, submit, track and manage referrals for hip and knee joint replacement, and routine medical/radiation oncology for breast and lung cancer.

eReferral is a key innovation to improve access to health services in Alberta. In the months ahead we will evaluate the limited production rollout and define a path forward to ensure this capability is available to all Albertans across clinical areas.

We offer our appreciation to many, many people whom

over the past few years have supported the development, testing and implementation of eReferral. In addition to the individual members of the Clinical Working Group and UAT volunteers listed on the side bar, we'd also like to thank the Clinical Design teleconference participants, the Path to Care Referral and Wait Time Committee, Steerina the Alberta Netcare Team, the Orion Health Team, and the Integrated Clinical Working Group (ICWG).

To clinicians and staff using eReferral in the up and coming months, please share your feedback so we can continue to improve Alberta's referral experience.

The eReferral Team

IMPORTANT INFORMATION

Before you can send a referral, you must update your physician details and preferences in **MY DETAILS**. See the **eDemo** link at the bottom of the page for step-bystep instructions.

THANK YOU!

The people listed below were members of the Clinical Working Group and the User Acceptance Testing and were instrumental to the success of eReferral.

Dr. Allen Ausford Dayna Bender Allison Bichel Grace Bole-Campbell Dan Bosman Karen Branicki Nicky Brooks Connie Cager Trevor Campbell Mary Campenot Tanya Christiansen Dr. Margaret Churcher Dr. John Coppola Julie Craig Michael Craig Wanda Curzon Marilyn Flieger Gail Ganton Dr. Bob Glasgow Jodi Glassford Christine Gregoire Keith Grunow Jeanne Hantke Caryn Harris Jo Harris Krystle Heikkinen Jennifer Hendricks Dilshad Jina Hellen Juna Candace Kenyon Sharilyn Kmech

Dr. Tim Kolotyluck Heather Linkletter Jana Lognon Maureen Lynch Andrew MacGillivray Caroline Martin Steven Martinello Sally Maetche Leanne McDonald Chelsea Meyers MaryLou Miechkota Jackie Milington Mary Muir Marcus Norman Rexhije Ogden Faye Partsch MarySue Penrod Gloria Rodriguez Erin Rohl Sharon Ruff Vicki Sandford Mark Scheffer Jim Seely Dr. Richie Sinha Jakub Slatnik Jane Squire Howden Dr. Dave Stewart Nadine Strilchuk Bonnie Sullivan Michelle Waltbauer Dr. Dennis Wong



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Alberta Health Services

FIRST REFERRALS

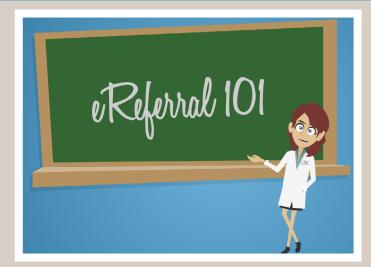


From left to right: Sally Maetche, Jenna Robberstad, Nadia Fua'ad, Dr. Andrew Eddy, Marilyn Kasper, Christine Sasada, Valerie Shale R.N., Carol Hanson, Christina Malata, Joanna Wilson, Dr. Michelle Deyholos, Kamal Mistry, Kayla-Marie Sauter.

Calgary Foothills Primary Care Center (CFPCN) sends one of the first eReferrals. Celebrating the first anniversary of their new clinic, the entire team is engaged in transforming Alberta's referral experience.

Did you know?

The very first eReferral was sent by the Alberta Thoracic Oncology Program in Calgary.



To sign up, contact Jodi Glassford at jodi.glassford@albertahealthservices.ca

UPCOMING WEBINARS

Join us online to learn more about eReferral and see it in action. Each session takes about an hour.

Date	Time	
July 18	8am	
July 22	12pm	
July 24	7.30am	
July 28	12pm	
July 31	7.30am	

eReferral

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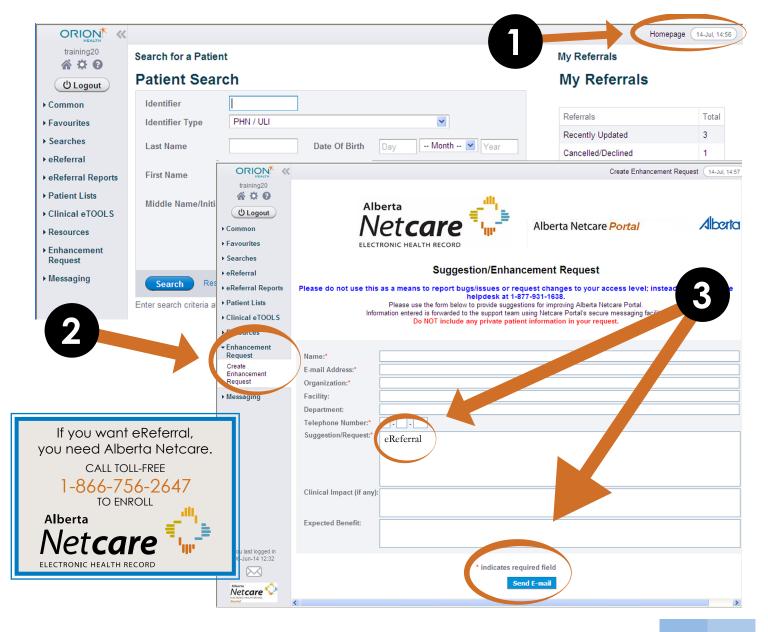
HOW TO PROVIDE FEEDBACK

As with any technological innovation, user feedback is essential to ensure the product's efficiency and friendliness. When we built eReferral, we asked clinicians, administrators and specialists about their needs and how eReferral could best serve them in their work. Now that eReferral is in everyday use, we still need your feedback so that we can continue to improve your experience.

To provide feedback about eReferral, simply follow these steps:

- 1. From Homepage, on the left-side tool bar, click Enhancement Request.
- 2. Select Create Enhancement Request from the drop-down option
- 3. Fill out the form (sections with a red asterisk are required) being sure to reference eReferral on the form. Click Send E-mail when you are finished.

All feedback responses will be displayed at albertanetcare.ca/eReferral.htm







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HOW DOES eReferral AFFECT URGENT CANCER REFERRALS?

CancerControl Alberta is currently reviewing the referral requirements for urgent reasons for referral to medical and radiation oncology for breast and lung cancer. Until this process is complete, for urgent referrals please continue with your usual referral to specialty practice (i.e. fax).

REFERRAL PROCESS TABLE BY TRIAGE CATEGORY

The following is a list of the referral categories and reasons for referral to medical and radiation oncology for breast and lung cancer. For *urgent referrals* please continue with your usual referral to specialty practice - *fax them in!* For all routine referrals please use eReferral beginning Monday 14th July 2014.

CATEGORY	REASON FOR REFERRAL	TRIAGE CATEGORY	METHOD
ONCOLOGY BREAST CANCER	Superior vena cava obstruction	Urgent	Fax
	Metastases brain	Urgent	Fax
	Metastases bone (symptomatic)	Urgent	Fax
	Lymphangitic carcinomatosis (symptomatic) breast cancer	Urgent	Fax
	Metastases visceral (symptomatic +/- life-threatening) breast cancer	Routine	eReferral
	Locally advanced breast cancer	Routine	eReferral
	Node positive breast cancer	Routine	eReferral
	Node negative breast cancer	Routine	eReferral
	Ductal carcinoma in situ	Routine	eReferral
	Metastases asymptomatic breast cancer	Routine	eReferral
ONCOLOGY LUNG CANCER	Superior vena cava obstruction	Urgent	Fax
	Metastases brain	Urgent	Fax
	Metastases bone (symptomatic)	Urgent	Fax
	Mesothelioma	Routine	eReferral
	Non small cell lung cancer	Routine	eReferral
	Small cell lung cancer	Routine	eReferral
	Thymoma / thymic cancer	Routine	eReferral

FIND provincial referral guidelines for hip and knee joint replacement referrals and lung and breast cancer referrals

- Alberta Hip and Knee Replacement Referral Form
 albertahealthservices.ca/frm-09884.pdf
- Breast Cancer Referral Guidelines albertahealthservices.ca/ahs-fhc-ptc-referralrequirements-cc-breast.pdf
- Lung Cancer Referral Guidelines albertahealthservices.ca/ahs-fhc-ptc-referralrequirements-cc-lung.pdf

