

## COMMUNICATION REIGNS AT APCC

**A**t the end of November, the eReferral and Alberta Referral Pathways team led a lively discussion at the Accelerating Primary Care Conference in Edmonton. Participants discussed access in Alberta, concerns, questions, and issues about eReferral and Alberta Referral Pathways and provided our team with valuable insight. Some of the themes coming out of the session included:

**Integration:** full integration between clinical EMRs and eReferral would improve eReferral use.

**Critical mass:** having more specialties receiving referrals through eReferral would drive adoption.

**Common referral experience:** referral resources (directories, patient materials) need to support all physicians and their teams regardless of geography or collegial networks.

**eConsult:** provide alternate ways to consult specialty care such as advice requests and secure messaging

**Continuous communication:** all care providers should know their role regarding the care of the patient

**Equal opportunity:** for physicians to access specialty care (which directory to use, who to call, who does what).

For further information on eReferral and Alberta Referral Pathways please visit our website. If you'd like to further the discussion with your PCN please contact Jodi.Glassford@albertahealthservices.ca

The entire team appreciated the opportunity to connect with primary care. Looking to the New Year, we are anticipating a similar lively discussion in February at the Alberta College of Family Physician's 60th Annual Scientific Assembly in Banff. See you there!

### IN THIS ISSUE

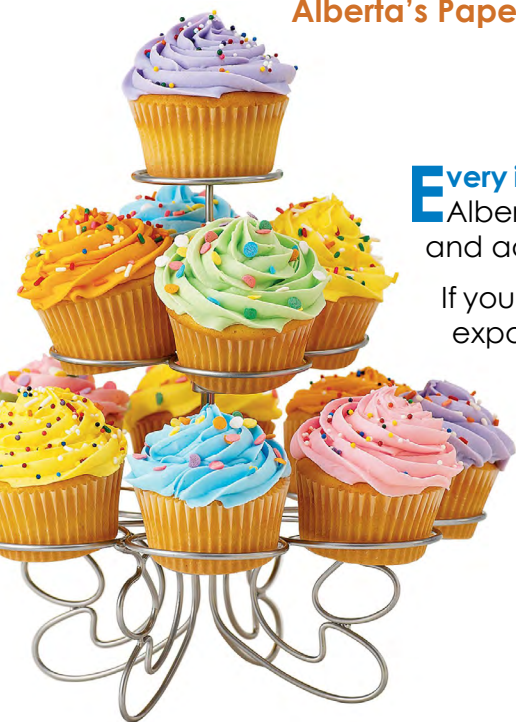
Hot topics at the Accelerating Primary Care Conference

#WeAre eReferral

Big changes coming for referrals to hip and knee replacement surgery

Tips & Tricks: send an advice request through eReferral





**E**very issue, we travel to some of the clinics that are using eReferral to transform Alberta's referral experience. We sit down with the teams to get feedback and address any issues, we take pictures and we bring cupcakes!

If you or your team is using eReferral and would like to take part in our cupcake exposure, contact [erin.rohl@albertahealthservices.ca](mailto:erin.rohl@albertahealthservices.ca)

## #We Are eReferral

### SOUTHLAND SPORTS MEDICINE



Ashley Makins, Dr. Stephanie Mullin, Chelsea McDonald

**Southland Sports Medicine** is located in the Southland Leisure Centre and provides both family medicine and sports medicine services to Calgarians. It is a group practice with 3 physicians; Dr. Stephanie Mullin, Dr. Eric Babins and Dr. Neesha Patel.

As a family physician with a special interest in sport and exercise medicine, Dr. Stephanie Mullin both receives and refers sports medicine patients and sees the benefit of using eReferral instead of

a traditional paper method.

"I have used eReferral to send patients for hip and knee replacement surgery. It ensures all the correct patient information is provided and gives an idea of wait times expected at the time of referral. I can easily check back and see on eReferral where my patients are in the referral process. I'll continue to use the program and look forward to eventually being able to send referrals to other specialties through eReferral."

*"...I can easily see on eReferral where my patients are in the referral process..."*



## CROWFOOT VILLAGE FAMILY PRACTICE

**L**ocated in the northwest with a welcoming courtyard foyer, Crowfoot Village Family Practice has been serving Calgarians for more than 35 years. The practice has youthful energy tempered with well-honed and effective business practices and offers team-based care centred around a special initiative to provide a "medical home" for all enrolled patients. Johana Mairan, who submits

referrals on behalf of the physicians and her team, has found that submitting eReferrals frees time that might otherwise be spent following up on faxed referrals. "I can keep track of eReferrals with the click of a button," she states, "which is a lot easier than following up with phone calls or keeping track of faxes".

*Dr Jodie Clark, Linelle Giles,  
Johana Mairan, Colleen  
Anderson, Noreen McClure,  
Sultana Sharmin: The Gold  
Team @ CVFP*



## VALLEY RIDGE MEDICAL CLINIC



*Beverly Howell, Sharon Schenck, Julie O'Neill & Joanne Russell*

**V**alley **Ridge** Medical Clinic offers team-based care in Northwest Calgary and has over 25 years of serving the community. Their physicians provide collaborative care with registered nurses, pharmacists, a chronic disease nurse and a psychologist, and offer comprehensive medical services from newborn to geriatric health. The clinic has a welcoming and quiet location with ample parking.

Beverly Howell, who manages referrals for the clinic, is excited about the future potential of eReferral.

"Faxes don't make sense for the medical community anymore, there's just so much extra work involved making sure the faxes are sent and received and tracked... eReferral makes everyone's job easier, and is so much better for the patient. You can't lose track of a patient referral on eReferral!"

***"...eReferral makes everyone's job easier,  
and is so much better for the patient..."***

## ROYAL VISTA MEDICAL CENTRE

**R**oyal Vista Medical Centre is a family and walk-in clinic located in Royal Oak next to the Starbucks on Country Hills Boulevard. The medical practice shares a space with a family dental practice, physiotherapy centre and cosmetic skin treatment centre and their patient-centred care model offers a team of professionals including a clinical pharmacist, a diabetes educator, a health management nurse and a behavioural health consultant – all working under the direction of the family physician.

The centre's referral coordinator, Kaileigh, has recently taken maternity leave for her first child, and her team has experienced first-hand how eReferral has made that transition easier while Jessica fills the Referral Coordinator role.

"eReferral organizes the information for us, so anyone with authorization can track the status of our submitted



*Britney, Jeanelle, Teri, Jessica, Portia, and Suparna from Royal Vista Medical Centre* referrals," says Teri, Clinic Manager. "In fact, one person can create a referral while another can complete and submit it, and we can see all the drafts that might be in progress or waiting for additional information. With a busy practice like our location, this work-sharing feature is really important to our processes".

If you want eReferral,  
you need Alberta Netcare.

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**1-866-756-2647**

Alberta  
**Netcare**  
ELECTRONIC HEALTH RECORD



## HIP AND KNEE ARE LEADING REFERRAL POLICY CHANGE

**B**eginning in February 2015, hip and knee clinics across Alberta will be changing referral acceptance policy for all referrals to hip and knee replacement surgery. All referring clinics with access to Alberta Netcare will be required to send referrals through eReferral, and those referring physicians that do not currently have access to Alberta Netcare will be required to use the standard hip and knee referral form.

Jane Squire Howden, co-lead of the Provincial Hip and Knee Working Group, explains the reasons for the changes. "Missing information on a referral can cause a serious delay for patients, and eReferral eliminates that risk. The information

required for a referral to hip and knee surgery is the same for every clinic in Alberta, and the form on eReferral clearly indicates these requirements. Receiving this information via eReferral is more efficient than a fax, which just naturally leads to faster triage and shorter waiting times for patients."

After February 1st 2015, any referrals with missing information will be rejected by the receiving clinic. The standard Alberta hip and knee referral form can be found at [www.albertahealthservices.ca/frm-09884.pdf](http://www.albertahealthservices.ca/frm-09884.pdf)

For eReferral training please contact Cindy. Norris@albertahealthservices.ca



## TIPS & tricks

**Did you know** that eReferral can be used to send advice requests as well as consult requests? Secure messaging ensures that your questions will be private, and recent amendments to the way physicians are paid for e-consults have validated electronic requests between primary and specialty care.

1. All requests must be made from within the patient context. At the top of the patient information screen, click the **CREATE REFERRALS** icon
2. Choose a **REASON FOR REFERRAL**.
3. A drop-down menu will appear. Choose

to refer for **ADVICE**. Click **CREATE**.

4. Click **+ADD** to choose a recipient for the advice request
5. Choose a recipient
6. Type in your advice request in the indicated box. You may link documents and lab reports to the advice request.
7. The referring provider information will be auto populated. You may choose to **SUBMIT** the request or **SAVE AS A DRAFT** for later submission.
8. Access **MY REFERRALS** to track your advice request.

### Select a Form

**Reason for Referral \*** Hip pain

**Refer For \*** Advice - Orthopaedic Surgery

**Create**

**Patient Information**

Last Name: SIMPSON  
PHN/ULI: 425346114  
Sex: —  
First Name: GEORGE  
Date Of Birth: —

**Send to**

Provider: —  
Facility Name: —  
City: —  
Zone: —  
Surgical Facility: —

**Advice Request**

Please clearly describe your question, including pertinent patient history and other related details. The results may be attached below.

**Requested Information \*** Do you think this patient should

**Link Alberta Netcare Portal Laboratory Results**

**Link Alberta Netcare Portal Reports**

**Attach External Documents**

**Address**

Line 1: The Medical Practice  
Line 2: 29th Street NW  
City: Edmonton  
Province: AB  
Postal Code: T4K 6D9

**Submit** **Save as Draft** **Delete Draft** **Cancel**

### Did you know?

In 42% of cases a referral was originally contemplated but avoided after an advice request