



FAQ

How can I sign up for eReferral advice requests? If you have Alberta Netcare, you have eReferral, and can start using advice requests today.

When I send a request for advice through eReferral, who is providing the advice? Every advice request is reviewed and responded to by an appropriate specialist.

What services are accepting advice requests? As of October 13 2016, advice may be requested from nephrologists, hip & knee joint replacement surgeons, and medical/radiation oncologists for lung cancer and breast cancer.

How do I bill for an eReferral advice request? Advice requests can be billed by the sender (eConsult 03.01R) and also by the responding clinician (eConsult 03.01O).

How long does it take for the specialist to respond to my question? A specialist will respond to your question within 5 days.

Where can I check on the status of the advice request? You can check on the status of your advice request, and on the status of any eReferral, on the Alberta Netcare MY REFERRALS dashboard.

I'm uncertain how to submit an advice request on Alberta Netcare eReferral. Is there training available? A number of resources are available for training. Go to ALBERTANETCARE.CA/eREFERRAL.HTM to download a Quick Reference, a Getting Started guide, to sign up for a webinar, or to contact EHEALTHSUPPORT@CGI.COM (1-855-643-8649) for a personalized training session.

What is the difference between a request for advice and a request for consult? An advice request can be used when a physician has a non-urgent question for a specialist. A request for consult is made when patients require an in-person appointment with a specialist, or for intended transfer of care.

Where can I find online information about chronic kidney disease (CKD)? The CKD Clinical Pathway is a resource for primary care providers to aid in the diagnosis, medical management, and referral of adults with CKD. WWW.CKDPATHWAY.CA

eReferral NEPHROLOGY ADVICE

HOW TO CREATE A REQUEST FOR ADVICE

1. SEARCH FOR A PATIENT and select patient.
2. Click CREATE REFERRAL icon in the menu bar.



3. Enter or search for a REASON FOR REFERRAL.

Select a Form

Reason for Referral *

4. Select ADVICE from drop down menu and click CREATE.

Reason for Referral *

Refer For *

5. Fill in the form. Items marked with an asterisk* are mandatory fields.
6. Click ADD to choose provider or location.

Recipient

Refer For

Send To * ←

7. At the bottom of the form, choose to SUBMIT a complete referral or SAVE AS DRAFT for further review.

8. Check MY REFERRALS to see the status of the referral.

For detailed instructions refer to [HTTP://BIT.LY/2DXUOET](http://BIT.LY/2DXUOET)