What is eReferral Advice Request? Advice Request allows physicians and clinical support staff to submit non-urgent questions to a specialist through Alberta Netcare and receive a response within five calendar days. In many cases, an Advice Request is all you need to avoid an in-person specialist appointment and continue managing your patient in their medical home.

DO NOT send emergent referrals through eReferral. If your matter is of a more urgent nature, contact RAAPID (RAAPID North (for patients north of Red Deer, AB) - 1-800-282-9911 (Canada ONLY) or 780-735-0811; RAAPID South (for patients in and south of Red Deer, AB) – 1-800-661-1700 (Canada ONLY) or 403-944-4486.

CENTRAL, EDMONTON & NORTH ZONE REFERRING PROVIDERS: If you need to make a referral to a Nephrologist, please submit an eReferral Consult Request. To submit a Consult Request, go to: albertanetcare.ca/1285.htm for helpful resources.

I’ve submitted an Advice Request. Where can I check the status of it? Click eREFERRAL from the menu bar located on the left-hand side of your screen. Click MY REFERRALS and then IN PROGRESS. Select Advice and then SEARCH to generate a list of Advice Requests. You can also set up your Provider Notifications to receive email notifications when an activity occurs on your Advice Request. Go to albertanetcare.ca/1301.htm for more information and instructions.

Can I bill for eReferral Advice Request? Referring providers can bill using eConsult 03.01R ($33.28). Responding providers can bill using eConsult 03.01O ($68.65).

I don’t use Alberta Netcare often. Can I use other EMRs and upload a request to eReferral Advice Request? Yes. Fill out the request in your EMR, print to PDF and attach it within eReferral.

Where can I find online information about chronic kidney disease (CKD) and conservative kidney management? Visit ckdpathway.ca or www.ckmcare.com. You can also view the Provincial Nephrology Referral Quick Reference at ahs.ca/pathways.

Support & Training

If you require Alberta Netcare access, contact ehealthsupport@cgi.com or call 1-855-643-8649. For training support, visit albertanetcare.ca/eReferral.htm or go to the Alberta Netcare Learning Centre for Quick References or eDemos at albertanetcare.ca/learningcentre/eReferral.htm.