

July 18, 2019

### Your Feedback Matters – Complete our eReferral Survey!

The eReferral team consistently evaluates user feedback to gain insight and knowledge into what's working, what needs improvement and what we can do to make the platform more effective for our users. We invite you to complete this survey **before Sept. 6, 2019** by clicking on the link below:

<https://survey.albertahealthservices.ca/TakeSurvey.aspx?SurveyID=eReferralUserSurvey>

The responses gathered from this survey will help us to identify:

- Features users want to see added to eReferral
- New specialties we should add to eReferral
- Improved/more accessible training sessions and materials
- Upgrades to user interfaces

The survey should take approximately **five minutes** to complete and all collected information is **anonymous**. If you have questions about this survey, please contact Annabelle Wong, Team Lead, Research and Innovation at [annabelle.wong@ahs.ca](mailto:annabelle.wong@ahs.ca)

### Family Medicine - Transgender Care Added to eReferral Advice Request

On July 18, 2019, Family Medicine - Transgender Care was added to eReferral **Advice Request**. Physicians and clinical support staff can now request advice for non-urgent **transgender health general consultations**, including hormonal management therapy, post-operative care and accessing support services, and will receive a response from a specialist within five calendar days.

Presently, there are 28 specialties accepting eReferral Advice and Consult Requests in Alberta. A full list of the current specialties and their reasons for referral are available [online](#)

### New Enhancements Made to eReferral

In addition to Family Medicine - Transgender Care joining Advice Request on July 18, 2019, new **enhancements** were made to eReferral. These enhancements are directly related to the standard eReferral Advice Request form, some eReferral workflows and some eReferral worklists, and may improve how referring and responding providers use and search for information on the platform.

For more information, including screenshots, view the [Information Notice](#)

If you have any training-related questions, please contact the eHealth Support Services team at 1-855-643-8649 or email [ehsupport@cgi.com](mailto:ehsupport@cgi.com)



#### Reasons for Referral

For a current list of the Advice & Consult Request reasons for referral, go [online](#)



#### Training & Support

Need eReferral help? To ask questions, contact the eHealth Support Services team at 1-855-643-8649 or email [ehsupport@cgi.com](mailto:ehsupport@cgi.com)

For Quick References, visit the [Alberta Netcare Learning Centre](#)



#### More Information & Online Resources

For more information about eReferral, visit us [online](#)



### Get in Touch

For more information about eReferral, visit us [online](#)  
For inquiries or questions, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)