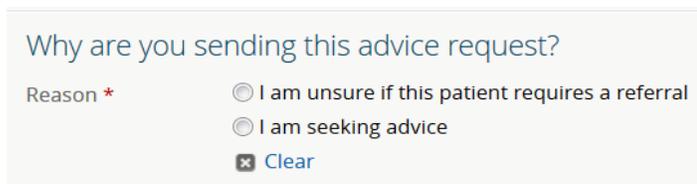# eReferral

INFORMATION NOTICE
New Enhancements Made to eReferral

On July 18, 2019 new enhancements were made to Alberta Netcare 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.

This document lists the following changes made on July 18, 2019 and includes screenshots for context. If you have training questions, please contact the eHealth Support Services team at 1-855-643-8649 or email ehealthsupport@cgi.com

Update to eReferral Advice Request Form

Referring providers (or those who submit on their behalf) will now see a new Reason section and associated buttons when filling out the standard eReferral Advice Request form that questions why providers are sending the Advice Request.

This field will be used to help measure the number of requests that can be managed in the community and help avoid in-person specialist appointments. Users must choose one of the options (e.g., *I am unsure if the patient requires a referral* or *I am seeking advice*) in order to submit the form, as all entries marked with a red asterisk (*) are mandatory.

Updates to eReferral Workflows

Advice Request Workflow

Responding providers for Advice Requests will now see a new button in the Complete workflow menu under Complete Reason displayed as *Called Requesting Provider – Emergent/Urgent Request*.

Complete

Set Service
Provider *   ⊕ Add

Complete Reason *   ○ Called Requesting Provider- Emergent/Urgent Request
○ Continue Managing Within Your Scope of Practice
○ Referral Required - Refer to the Provider of Your Choice
○ Referral Submitted on Your Behalf
○ Additional Information not provided, unable to provide advice
☒ Clear

Complete   Cancel

This new button will allow eReferral to collect data to measure the appropriateness of Advice Requests that are received. *Please note:* One of these options must be chosen in order to complete the Advice Request, as all entries marked with a red asterisk (*) are mandatory.

Practice Point: Advice Request is for non-urgent questions. As per the CPSA Standard of Practice Referral Consultation - A regulated member who refers a patient for an urgent and/or emergency consultation **must**:

    a. Contact the consultant or emergency service directly to discuss the referral and provide pertinent clinical information; and

    b. To the extent possible, provide relevant documentation.

Consult Request Workflow

Responding providers who use the Complete workflow menu will notice three new buttons under the Reason section, including:

- *Patient attended appointment* - When clicked, a hidden field with a calendar will appear called *Date appointment attended*
- *Lab results sent* - When clicked, a hidden field with a calendar will appear called *Date Lab Results Sent*
- *Lab results sent and available on Alberta Netcare Portal* - When clicked, a hidden field with a calendar will appear called *Date Lab Results Sent*

Regardless of which Reason is chosen, the date field is mandatory and must be entered to complete the referral. Completing a request also moves the request from one of the following Triage dashboard's worklists (i.e. Triage, Deferred, Scheduled and Waitlisted) to the Complete/Cancelled/Declined worklist.

Updates to eReferral Worklists

My Referrals Dashboard Changes

1. Referring providers (or those who submit on their behalf) will now be able to search for referrals using the patient's last name and patient's first name in the following worklists:

   - Recently Updated
   - Cancelled/Declined
   - Action Required
   - Drafts
   - In Progress
   - Completed

2. Referring providers (or those who submit on their behalf) can now search by Referring Provider in the following worklists:

- In Progress
- Completed
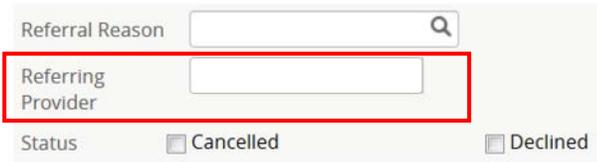
Triage Dashboard and My Assigned Referrals Dashboard Changes

1. Responding providers can now search for referrals using PHN/ULI in the following worklists (some conditions apply):

Waiting for Appointment/Waitlisted

- Waiting for Appointment/Waitlisted
  - A new search field for PHN/ULI has been added to **both** worklists and is available in the right-hand column.

- Deferred
  - A new search field for PHN/ULI has been added and is available in the right-hand column on the **Triage** worklist only. PHN/ULI is already searchable in the Deferred worklist in the My Assigned Referrals dashboard.

- Scheduled
  - A new search field for PHN/ULI has been added and is available in the right-hand column on the **Triage** worklist only. PHN/ULI is already searchable in the Scheduled worklist in the My Assigned Referrals dashboard.

- Completed/Cancelled/Declined
  - A new search field for PHN/ULI has been added to **both** worklists and is available in the right-hand column.

- Waiting for Response
  - A new search field for PHN/ULI has been added and is available in the right-hand column on the **My Assigned Referrals** worklist only. PHN/ULI is already searchable in the Waiting for Response worklist in the Triage dashboard.

- Open Advice Request
  - A new search field for PHN/ULI has been added and is available in the right-hand column on the **My Assigned Referrals** worklist only. PHN/ULI is already searchable in the Open Advice Request worklist on the Triage dashboard.

2. Responding providers can now search for a patient's name in the following worklists (available for **both** dashboards):

- Draft
- Triage
- Waiting for Appointment/Waitlisted
- Deferred
- Scheduled
- Completed/Cancelled/Declined

3. Redundant columns have been removed from the following worklists:

   Request Type (removed from both worklists)

   - Waiting for appointments/Waitlisted
   - Deferred
   - Scheduled

   Letter/Fax column (removed from both worklists)

   - Triage
   - Deferred
   - Scheduled
   - Complete/Cancelled/Declined
   - Action Required
   - Waiting for Appointment/Waitlisted

Triage Dashboard and My Referrals Dashboard Changes

1. Providers can now search by facility name and triage site in the following worklists:

   Facility Name in *My Referrals* Worklist Only:

   - My Referrals In Progress
   - My Referrals Complete

Triage Site in the Triage Worklist Only:

- Complete
- Triage

Referral Reason	🔍
Triage Site	🔍

Get in Touch

Need eReferral help? To ask questions, contact the eHealth Support Services team at 1-855-643-8649 or email ehealthsupport@cgi.com

For more information about eReferral, visit us online
For inquiries or questions, email access.ereferral@ahs.ca