

- 2 Set yourself as the **Service Provider**. Your name will populate automatically as per your **My Details** configuration. Enter your response and add any attachments. Choose a **Complete Reason** from the list provided and click **Complete** to finish.

Respond with Advice

Set Service Provider *

Advice/Response *

Attach External Document(s) No file chosen
File size restricted to 5MB. Multiple files can be uploaded up to a limit of 25MB.

Netcare Document(s)

Complete Reason *

☐ Called Requesting Provider - Routine

☐ 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

- The Advice Request will now appear on your **Completed/Cancelled/Declined** worklist on the **My Assigned Referrals** dashboard. If the referring provider has configured their eReferral Provider Notifications, they will receive an email notifying them that you have responded, and your response will appear in their **My Referrals** dashboard.

Respond with Advice (Review Required)

Use this option if you are a resident or other healthcare provider that requires a specialist to review your response before sending it back to the referring provider.

- 1 Select **Respond with Advice (Review Required)** from the **Workflow** taskbar if there is a need for a specialist to review the advice before it is provided to the referrer (i.e., if a fellow or other staff member composes the response).
- 2 Set the specialist as the **Service Provider**. Enter your response and add any attachments. Choose a **Complete Reason** from the list provided and click **Submit for Review** to finish. The referral is now awaiting specialist review and will appear on the **Action Required** worklist on the **Triage Referrals** dashboard and **My Assigned Referrals** dashboard.

Respond with Advice (Review Required)

Set Service Provider *

Advice/Response *

Attach External Document(s) No file chosen
File size restricted to 5MB. Multiple files can be uploaded up to a limit of 25MB.

Netcare Document(s)

Complete Reason *

☐ Called Requesting Provider - Routine

☐ 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

Request Additional Information from the Referring Provider

- 1 If you are not able to provide a response and require more information to complete the Advice Request, go to the **Workflow** taskbar and select **Request Information (from Referrer)**.

Workflow ▾ Edit Add N

- Update Received Date (T2)
- Complete Clerical Triage
- Start Clinical Triage
- Request Information (from Referrer)**
- Requested Info: Received/Not Required
- Provide Information (to Referrer)
- Respond with Advice
- Respond with Advice (Review Required)

- 2 Click **Add** to set the **Service Provider**. Indicate the reason for requesting the information, enter any comments, attach pertinent files, and click **Request Information (from Referrer)**.

Request Information (from Referrer)

Set Service Provider * ⊕ Add

Reason *
☐ Missing clear clinical question
☐ Missing information
☐ Missing required patient demographics
☐ Missing required investigations
☒ Clear

Comment to Referrer *

Attach External Document(s) Browse...
File size restricted to 5MB. Multiple files can be uploaded up to a limit of 25MB.

Netcare Document(s) ⊕ Link a document

Request Information (from Referrer) Cancel

- The Advice Request will now appear on your **Waiting for Response** worklist on your **My Assigned Referrals** dashboard and **Triage Referrals** dashboard. If the referring provider has configured their eReferral Provider Notifications, they will receive an email notifying them that you have responded, and your response will appear on their **My Referrals** dashboard.

Alberta Netcare
ELECTRONIC HEALTH RECORD

COMMON
 My Details
 Worklists
 Manage Notifications
 FAVOURITES
 SEARCHES
 EREFERRAL
 My Referrals
 Triage Referrals
My Assigned Referrals
 Health Services
 Catalogue



My Assigned Referrals

Referrals	Total	Consults	Advice
Action Required	0	0	0
Open Advice Requests ⚠	1	-	1
Waiting for Appointment/Waitlisted	0	0	0
Scheduled	0	0	-
Completed/Cancelled/Declined	1	0	1
Triage	0	0	0
Waiting for Response	1	0	1
Deferred	0	0	-

Respond to an Additional Question or Information from a Referring Provider

If a referring provider adds new information to an Advice Request and it requires your review, the request will appear on your **Action Required** worklist within the **My Assigned Referrals** dashboard.

- 1 Click on **Action Required** and filter on Advice Request. The referral will have a panel indicating that new information has been added and requires review.

My Assigned Referrals			
Referrals	Total	Consults	Advice
Action Required 	79	5	74
Open Advice Requests 	41	0	41
Waiting for Appointment/Waitlisted	4	4	0
Scheduled	0	–	0
Completed/Cancelled/Declined	64	21	43
Triage	9	2	7
Waiting for Response	4	0	4
Deferred	2	2	0

- 2 To review the additional information, navigate to the **Activity** section at the bottom of the Advice Request. Click **View form for comments and attachments** under **Respond to Receiver** to see the content.

Activity

Respond to Receiver

 [View form for comments and attachments](#)


- 3 Once done, click **Mark as Reviewed** on the top task bar. Enter a comment and select the blue **Mark as Reviewed** button to finish. The panel indicating that new information was added to the referral will now be removed.

Workflow ▾

Print

Mark as Reviewed

Urology issue Request for Service

 New information has been added to this referral and requires review. [View](#)

- 4 If you choose to respond after reviewing the information, click **Respond with Advice** from the **Workflow** taskbar.

Workflow ▾

Print

- Set Service Provider
- Respond with Advice**
- Respond with Advice (Review Required)
- Request Information (from Referrer)
- Requested Info: Received/Not Required
- Reassign
- Cancel

- 5 Set yourself as the **Service Provider**. Your name will populate automatically as per your **My Details** configuration. Enter your response and add any attachments. Choose a **Complete Reason** from the list provided and click **Complete** to finish.

Respond with Advice

Set Service Provider * + Add

Advice/Response *

Attach External Document(s) Choose File No file chosen
File size restricted to 5MB. Multiple files can be uploaded up to a limit of 25MB.

Netcare Document(s) + Link a document

Complete Reason *

- ☐ Called Requesting Provider - Routine
- ☐ 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


- The Advice Request now appears on the **Completed/Cancelled/Declined** worklist on the **Triage Referrals** and **My Assigned Referrals** dashboards, and the **Completed** worklist on the **My Referrals** dashboard.

Triage Advice Requests

If you have triage access, you can triage Advice Requests using the instructions below:

- 1 Select **eReferral** from the **Clinical Portal Menu**, then **Triage Referrals**.
- 2 Click on **Triage**.

COMMON			
FAVOURITES			
SEARCHES			
EREFERRAL			
My Referrals			
Triage Referrals			
My Assigned Referrals			
Health Services Catalogue			
My Referrals Mockup			
EREFERRAL REPORTS			
PATIENT LISTS			

Triage Referrals			
Referrals	Total	Consults	Advice
Drafts	33	30	3
Undelivered	0	–	–
Action Required 	36	33	3
Triage	100	92	8
Waiting for Response	12	11	1
Waiting for Appointment/Waitlisted	47	47	0
Deferred	6	6	0
Scheduled	37	37	0
Completed/Cancelled/Declined	144	80	64

- 3 Filter on **Advice** in the **Request Type** section and click **Search**. The referral **Received Date** has a system default date of a one-month timeframe. Clear this field if you wish to view all referrals based on your selected filter(s).

Request Type ☐ Consult ☒ Advice

Received Date 07-Jun-2023 to

Clear Received Date before entering new search criteria.

Search Reset Enter a new favourite search +

- 4 Click on an Advice Request to view it.

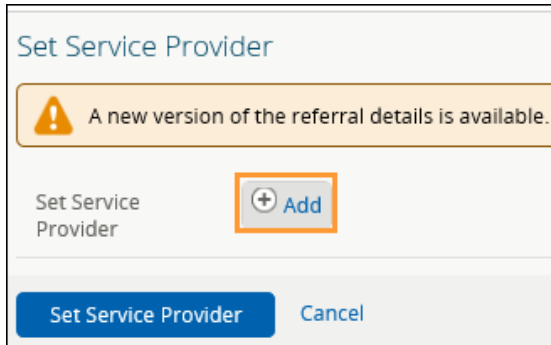
Patient Name	DOB/Age/ULI	Received Date	Referral Reason	Referring Provider	Triage Site	Service Provider	Response Target	Access Target	Elapsed Time	Time to Target (days)	Request Type
EREFERRAL, Two B	(53 years)	29-May-2023 16:31	Hematuria microscopic (greater than 3 rbc/hpf)		Walter C. Mackenzie Health Sciences Centre - Nephrology		5 calendar days	5 Calendar days	8 weeks		Advice

- 5 Click **Workflow** and select **Set Service Provider**.

Workflow Print

Set Service Provider
Respond with Advice
Respond with Advice (Review Required)
Request Information (from Referrer)
Requested Info: Received/Not Required
Reassign
Cancel

- Click on the **Add** button. In the pop-up, type your name (or receiving provider's name) and select it from the list. Then, click **Set Service Provider** to finish.



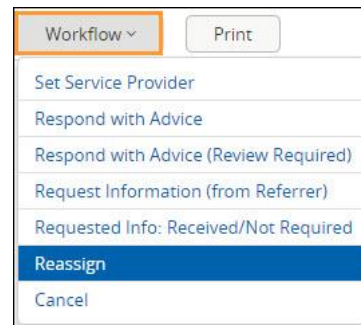
The 'Set Service Provider' pop-up window features a title bar at the top. Below it is a yellow warning banner with an exclamation mark icon and the text 'A new version of the referral details is available.' The main area contains the text 'Set Service Provider' followed by a blue '+ Add' button. At the bottom, there are two buttons: 'Set Service Provider' and 'Cancel'.

- After setting the service provider, the request will now show up in the selected receiving provider's **My Assigned Referrals** dashboard provided the receiving provider added their name in their **My Details**. If they have configured their eReferral Provider Notifications, they will receive an email telling them a request is in eReferral for them.

Reassign an Advice Request

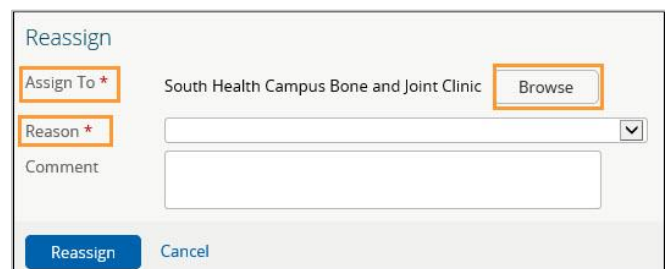
An Advice Request can be reassigned to another facility if it is not appropriate based on the requested Zone or if the assigned provider is not available to respond to the request within an acceptable time period.

- Open the appropriate Advice Request.
- Open the **Workflow** taskbar and click on **Reassign**.



The 'Workflow' taskbar menu is shown with a dropdown arrow next to the 'Workflow' label. The menu includes options: 'Set Service Provider', 'Respond with Advice', 'Respond with Advice (Review Required)', 'Request Information (from Referrer)', 'Requested Info: Received/Not Required', 'Reassign' (highlighted in blue), and 'Cancel'. A 'Print' button is located to the right of the menu.

- Beside **Assign To**, click **Browse** to open the list of facilities accepting the same reason for referral. Click on the appropriate facility.



The 'Reassign' form has a title bar. It contains an 'Assign To *' field with a dropdown menu showing 'South Health Campus Bone and Joint Clinic' and a 'Browse' button. Below this is a 'Reason *' field with a dropdown menu. A 'Comment' text area is also present. At the bottom, there are 'Reassign' and 'Cancel' buttons.

- 4 Beside **Reason**, choose the reason for reassigning the Advice Request and enter any comments if necessary. Click **Reassign** to finish.

Reassign

Assign To * Alberta Hip and Knee Clinic

Reason *

Requested provider does not see this type of referral
Referral reassigned to another provider due to shorter wait times
Requested provider is not accepting new patients at this time
Referral assigned to next available site/provider
Referral assigned to requested site/provider
Assigned to local zone based on patient address
Assigned to another specialty due to clinical presentation

Comment

- The request will now appear on the chosen service's **Triage Referrals** dashboard and will disappear from your dashboards.

Knee issue Request for Service

Status **Reassigned**

Reason Referral assigned to requested site/provider

Service Provider —

Recipient Orthopaedic Surgery - Provincial

External Triage Site —