Alberta Netcare Portal
eReferral Release 4.4
[Learning Centre - eReferral](#)

This document outlines Alberta Netcare Portal changes available in Production on February 23, 2023.
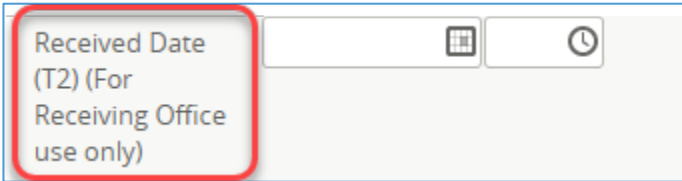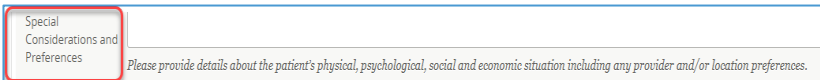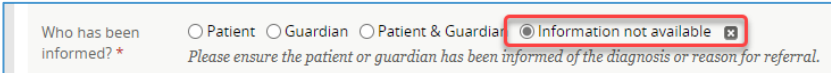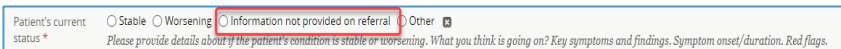
Contents

Updates to Alberta Netcare eReferral that affect referring, receiving, and triage users have been implemented. Changes to the Consult Request referral form, a new option for Provider Notifications, Facilitated Access to Specialized Treatment (FAST) program additions as part of the Alberta Surgical Initaitive, and workflow and dashboard updates are among the highlights.

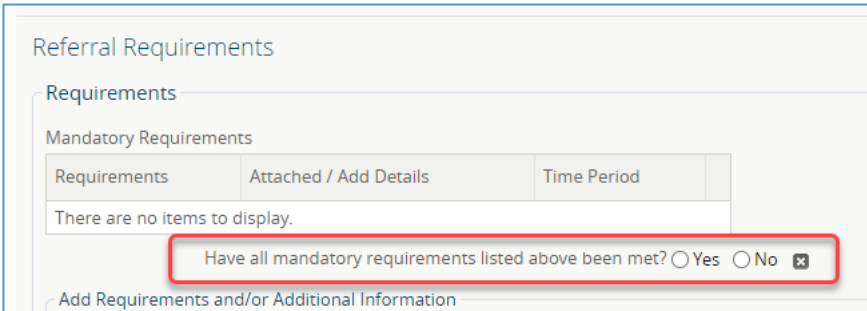# eReferral Enhancements/Modifications

Changes to Fields on the Consult Request Standard Referral Form	
Description:	**These enhancements to the Consult Request Standard Referral Form create a consistent referral experience for users, and reduce the resources and time required to update specialty referral requirements.**
Details:	The 'Received Date (For Receiving Office use only)' field name has been renamed. **OLD Name**: Received Date (For Receiving Office use only). **NEW Name**: Received Date (T2) (For Receiving Office use only). Received Date (T2) (For Receiving Office use only) ▦ 🕐
Details:	The 'Special Considerations' field name has been renamed. **OLD Name**: Special Considerations. **NEW Name** – Special Considerations and Preferences. Special Considerations and Preferences *Please provide details about the patient's physical, psychological, social and economic situation including any provider and/or location preferences.*
Details:	A new radio button has been added to the following field: **Field Name:** Who has been informed? **New radio button:** Information not available Who has been informed? * ○ Patient ○ Guardian ○ Patient & Guardian ⦿ Information not available ✖ *Please ensure the patient or guardian has been informed of the diagnosis or reason for referral.*

Details:	A new radio button has been added to the following field: **Field Name:** Patient's current status **New radio button:** Information not provided on referral
Details:	A new radio button has been added to the following field: **Field Name:** Primary Care Provider **New radio button:** Unknown
Details:	The "Preferred Contact?" field is no longer mandatory.
Details:	The 'Hip & Knee' Standard Consult Request referral form has been removed.

Changes to the "Mandatory Requirements" Section in Standard Consult Request Referral form

Description:	**The Mandatory Requirements Section has been modified.**
Details:	Referring users no longer have to indicate where each required investigation is located. A new checkbox under Mandatory Requirements allows users to confirm all labs and diagnostic imaging are included in their attached and/or linked documents. This section now functions the same way as the Optional Requirements table.

Changes to eReferral Worklists

Description:	**Worklists are filtered based on received date.**
Details:	The Received Date worklists in the Triage Dashboard can be filtered to limit the volume of referrals returned to one(1) week.

Referring Provider Search Enhanced: Users Can Now Search All Types of Providers

Description:	**The Referring Provider field now searches and pulls for all types of providers from the Provinical Provider Registry (PPR).**
Details:	The "Referring Provider" field has been changed to search all types of providers from PPR such as Physiotherapist, Opticians, Optometrists and Chiropractors. **Note:** Even though different providers can be added, they might not have Netcare.

Worklist Search Enhanced: Users Can Now Search by Triage Site

Description:	**The 'Triage'and 'My Assigned Referrals' Dashboards have a new search functionality.**
Details:	Users can now search by 'Triage Site' on the following worklists within the 'Triage' and 'My Assigned Referrals' Dashboards: • Scheduled • Waiting for Appointment/Waitlisted • Deferred • Waiting for Respnse • Action Required

Changes to eReferral Workflows

Description:	**These enhancements will allow users to better manage the referral process and monitor all stages of a request.**
Details:	Three new workflows have been added to eReferral Consult Request. They are: 1. Update Received Date (T2) 2. Requested Info: Received/Not Required 3. Accept (T3) The 'Complete' workflow was renamed to: **New name:** Complete (T5)
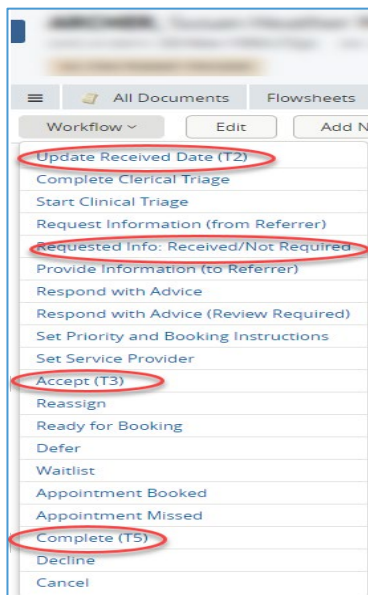
Note: "Requested Info: Received/Not Required" was added to Advice Request.

Details:	One new reason has been added to the existing 'Reason' field in the Decline workflow: **New Reason:** 1. Preferred provider not available
Details:	Four new reasons have been added to the existing 'Reason' field in the Defer workflow: **New Reasons:** 1. Other medical considerations 2. Social factors 3. Functional limitations 4. Unable to contact patient / guardian
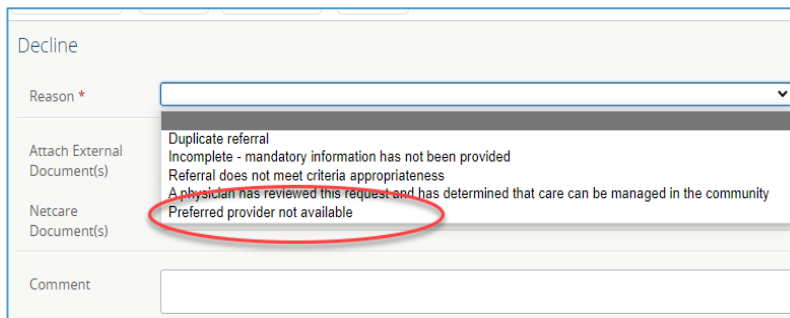
Note: These new reasons will replace all existing reasons.

Faciliated Access to Specialized Treatment (FAST) Letters added

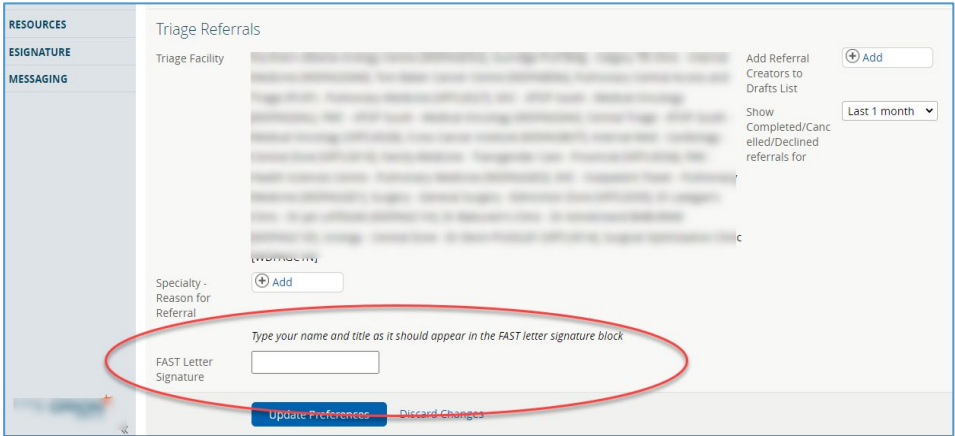| Description:	Letters for use by the Faciliated Access to Specialized Treatment (FAST) team added.
Details:	Letters are only available for use by FAST teams and can be found on the worklists of the Triage dashboard.

Details:	A new field called 'FAST Letter Signature' in My Details page has been added to allow FAST users to add their name and title to the signature block of the FAST letters.

New Reason for Referrals (RFR) added to eReferral Consult Request

Description:	**Forty-Three (43) new Reason for Referrals (RFR) have been added to eReferral Consult Request. Consult Requests are non-urgent requests for an in-person appointment with a specialist.**
Details:	**Orthopaedic Surgery:** The following four existing Orthopaedic Surgery facilities have added forty three (43) new Consult Request Reason for Referrals. **Facilities:** • Alberta Hip and Knee Clinic (Calgary) • Chinook Bone and Joint Clinic (South) • Edmonton Bone and Joint Centre • South Health Campus Bone and Joint Clinic
Details:	**Urology:** The following two existing Urology facilities have added 12 existing terms, 13 new terms in Consult Request. **Facilities:** • Kaye Edmonton Clinic - Dianne and Irving Kipnes Urology Centre • Grande Prairie Urology

New Facilities added to eReferral Consult Request	
Description:	**Four new Urology facilities have been added to eReferral Consult Request. Consult Requests are non-urgent requests for an in-person appointment with a specialist.**
Details:	**Urology:** Four new Urology facilities have been added to Consult Request with the same RFRs, 12 existing terms, 13 new terms. **Facilities:** • North FAST Urology CAT • Central FAST Urology CAT • Calgary FAST Urology CAT • South FAST Urology CAT

'OBS-GYN Maternal Fetal Medicine' Edmonton Zone Facility Has Been Deactivated	
Description:	**Deactivation of the 'OBS-GYN Maternal Fetal Medicine' Edmonton Zone.**
Details:	The 'OBS-GYN Maternal Fetal Medicine' Specialty, Facility, and associated Reasons for Referral has been deactivated. **Note:** Providers will remain active under ASI

'Surgery – General Surgery' Edmonton Zone Facility Has Been Deactivated	
Description:	**Deactivation of the 'Surgery – General Surgery' Edmonton Zone.**
Details:	The 'Surgery – General Surgery' Facility has been deactivated at the request of the specialty. **Note:** All Reasons for Referral and Providers will remain active.

'Orthopaedic – Hip & Knee' Form Has Been Deactivated	
Description:	**Deactivation of the 'Orthopaedic – Hip & Knee' Form.**
Details:	The 'Orthopaedic – Hip & Knee' form has been deactivated at the request of the specialty. **Note:** • Since the orthopedic hip and knee form has been discontinued, going forward, users will use the eReferral standard form to submit referrals for any hip and knee-related reason for referral. • No changes need to be made to all existing referrals already submitted with the old form. The use of the eReferral standard form only applies to new referrals.