HOW TO CREATE AN ADVICE REQUEST

1. Configure your *My Details*. Go to the *Common* folder located in the *Clinical Portal Menu*. Click *My Details* and ensure your demographic information is correct.

2. Search for your patient. Open their record and click *Create Referrals*.

3. Enter a reason in the *Reason for Referral* field. Under *Refer For*, choose *Advice*. Click *Create*.

4. Select a *Reason* for sending the Advice Request.

5. Under *Recipient*, click *Add* to determine where to send the Advice Request to.

6. In the *Advice Request Conversation* section, click *Add* to input yourself (i.e., the referring provider) as the respondent of the entry.

7. Use the first conversation entry box to describe your question. Include any external attachments, Alberta Netcare reports or lab results.

8. Confirm information in the *Referring Provider* section is correct. To configure this information so it automatically populates, update your *My Details*.

9. Scroll to the bottom of the page and click *Submit*. All entries marked with a (*) are mandatory and must be completed to successfully submit an Advice Request.

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.

For a current list of specialties accepting Advice Requests, go to: albertanetcare.ca/eReferral.htm

I've submitted an Advice Request. Where can I check the status of it? Click *eReferral* from the *Clinical Portal Menu* (i.e., menu bar located on the left-hand side of your screen). Click *My Referrals* and then *In Progress*. Select *Advice* and then click *Search* to generate a list of Advice Requests. Set a reminder in your calendar or EMR to check on the status of the Advice Request, or set up your Provider Notifications to receive an email when a response has been submitted. To set up your Provider Notifications, visit the Provider Notifications Portal at albertanetcare.ca/1301.htm

How do I review the specialist's response to my Advice Request? Click *eReferral* from the *Clinical Portal Menu* located on the left-hand side of your screen. Click *My Referrals* and then *Completed*. To open the response, navigate to the *Activity* section at the bottom of the Advice Request. Click *View form for comments and attachments* under the *Respond with Advice* to see the response and any attachments.

Can I bill for eReferral Advice Request? Referring providers can bill using (eConsult 03.01R) - $33.28

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.

Support & Training

If you require Alberta Netcare access or need training support, contact ehealthsupport@cgi.com or call 1-855-643-8649. For other eReferral inquiries, email access.ereferral@ahs.ca or call 1-888-733-3755 (Monday – Friday).

For additional Advice Request training support, visit the Alberta Netcare Learning Centre at: albertanetcare.ca/learningcentre/eReferral.htm