

HOW TO CREATE A CONSULT REQUEST

1. Configure your *My Details*. Go to the *Common* folder from the *Clinical Portal Menu* on your *Homepage*. 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 *Consult*. Click *Create*.

4. Review all *Exclusions*.
5. Complete the *Who has been informed* section.
6. Complete *Patient Details*, including *Additional Information* and *Special Considerations*.
7. Choose a *Referral Destination* to send the Consult Request to.
8. Complete the *Referral Details* and *Referral Requirements* section. Add any external documents or Alberta Netcare documents.
9. Confirm information in the *Provider* section is correct. To configure this information so it automatically populates, update your *My Details*.
10. Scroll to the bottom of the page and click *Submit*. All entries marked with a (*) are mandatory and must be completed to successfully submit a Consult Request.

What is eReferral Consult Request? A Consult Request allows physicians and clinical support staff to submit a referral or a request for an in-person appointment with a specialist. With a Consult Request, a referring provider can see approximate wait times for each specialty and choose a “Next Available” appointment with any specialist in their Zone.

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 Consult Requests, go to: albertanetcare.ca/eReferral.htm

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

I've been asked to provide more information to my Consult Request. How do I do that? Click *eReferral* from the *Clinical Portal Menu* located on the left-hand side of your screen. Click *My Referrals* and then *Action Required*. Select *Consult* for *Request Type* and click *Search*. Click the appropriate Consult Request from the list. From the *Workflow* menu, click *Provide Information (to Receiver)*. Enter information in *Comment to Receiver* box. Then click *Provide Information* to finish.

Can I attach a referral form from a different EMR to eReferral? Yes. For instructions go to: albertanetcare.ca/1285.htm

Support & Training

If you require Alberta Netcare access or need eReferral training support, contact healthsupport@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