

TRANSFORMING ALBERTA'S REFERRAL EXPERIENCE

We are working to spread the word about the start of eReferral and how to start using it. Together with the Primary Care Networks (PCNs), Strategic Clinical Networks (SCNs) and clinical groups we are developing a communication and training plan. This plan will help us develop resources for the Alberta Netcare website and workshops.

Over the summer, participating clinics have been faxing information to referring clinics about what information is needed to triage a referral and also the impact incomplete

referrals have on patient waits. The Alberta Netcare Deployment team has been sharing what improvements have been made to Alberta Netcare and how to optimize its function. This month we are presenting to PCN leadership, the Alberta Medical Association, Integrated Clinical Working Group (ICWG) and the Alberta Clinical Managers Association.

If you know of any other opportunities for spreading the word please let us know!

Jodi Glassford, Director

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Participating Sites

North

Grand Prairie Cancer Centre

Dr. Mohammed Al-Ghamdi
H&K(Grand Prairie)

Grand Prairie Orthopaedic Surgeons

Edmonton

Cross Cancer Institute

Edmonton MSK Centre

West Lock Healthcare Centre

Central

Central Alberta Cancer Centre

Camrose MSK Clinic

Calgary

Tom Baker Cancer Centre

Alberta Hip and Knee Clinic

South Health Campus
Bone & Joint Clinic

South

Jack Ady Cancer Centre (Lethbridge)

Surgical Optimization Clinic
(Medicine Hat)

Margery E Yuill Cancer Centre
(Medicine Hat)

Dr. Fernhout H&K (Lethbridge)

Dr. Kwan H&K (Lethbridge)

Dr. Benjamin Storey H&K
(Lethbridge)

Dr. Malcom Chang H&K (Lethbridge)

Dr. Lance Anderson H&K (Lethbridge)

HOW WILL eReferral IMPROVE YOUR PRACTICE?



Ted C. Braun, MD, CCFP, FCFP
Zone Clinical Department Head, Family Medicine
Calgary Zone, Alberta Health Services

“Accessing specialized care on behalf of their patients can be one of the most time consuming and stressful tasks for primary care physicians. This is even more challenging for physicians who are new to practice or new to the community in which they practice.

With eReferral, primary care physicians and their staff will be able to find information about where to send the referral, specific requirements for triage, and approximate wait times - and then be able to send the referral from within the system. Efficient access to this information about specialized services will be invaluable in making sure the patient gets the right care in the right place in a timely way.”

MAKING THE GRADE: eReferral USER ACCEPTANCE TESTING

From late September until October 31, eReferral will be undergoing the last phase of software testing, called User Acceptance Testing (UAT). UAT will be done by real users from the four participating clinical areas of breast cancer, lung cancer, hip & knee arthroplasty, and primary care. These users are representative of actual clinical roles and will include referrals made from family practice to specialist roles, as well as from specialist to specialist.

The users will test scenarios specifically designed to reflect situations that are as close as possible to a typical work environment. This way, the completed system is tested to make sure it can handle required tasks in real world scenarios, according to agreed specifications.

The intent of UAT is to find gaps in the system – will it send the referral? Will it relay the information to the appropriate site? Do the links to required documents work? If a user is not

able to perform a task, this feedback will be provided to the vendor to fix as a requirement for launch.

Because extensive testing has already been done, gaps are not typically found. However, there is a possibility that a particular clinic may have a very unique need that was not tested, and this is the type of situation that UAT was designed to catch.

Did you know?

Nearly a third of referrals sent to hip and knee arthroplasty cannot initially be processed due to missing information. This has historically added, on average, up to a 6 week delay for those patients.

eReferral
CALL TOLL-FREE
1-866-756-2647
TO ENROLL
Alberta
Netcare
ELECTRONIC HEALTH RECORD

NEXT ISSUE:
A look at electronic referral systems from around the world, and what makes eReferral stand out.

If you have questions about the eReferral project, please contact Access Improvement at access.ereferral@albertahealthservices.ca.