

## THIS MONTH IN ACCESS IMPROVEMENT



**eReferral** has garnered more national exposure this month as the recipient of the **Infoway e-Connect Impact Challenge Award**, which rewards innovative teams comprised of health providers that use and improve solutions in one of four distinct categories: e-Visits, e-Requests for Prescription Renewals or Refills, e-Requests for Services and e-Reports of Services. More information can be found at [imaginationchallenge.ca/econnect/](http://imaginationchallenge.ca/econnect/)

On May 1st, eReferral and Alberta Referral Pathways joined Path to Care and (25) other programs at the 49th **Annual Mackid Symposium** in Calgary. The theme of the

symposium highlighted innovations in specialty areas that typically cause frustration for primary care physicians with regards to patient access. Topics delivered included gastroenterology, neurology, rheumatology and chronic pain and were well attended.

Both participants highlighted programs and areas that family physicians might not have known about, and it was a great opportunity for smaller programs to get the word out about how they are improving patient access to care. Two of the programs, the **Calgary Zone Community Paramedic Program**, and **Calgary Paediatrician Link**, are featured in this newsletter.

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Coming Soon:  
eReferral  
enhancements!

Did you know?

## quick updates

- Provincial Gastroenterology Referral Guidelines (both **Adult** and **Pediatric**) are now available through [Alberta Referral Pathways](#) and provide a wealth of province-wide referral information for primary care providers. Check them out **HERE**
- eReferral will receive a feature enhancement allowing referrals to be created in your EMR and attached to the eReferral, saving time and rework. Look to your **INBOX** for future notice!
- Check out the resource binder from the Mackid Symposium **HERE**
- Have you watched eReferral in action yet? Check out our new video **HERE**

## eREFERRAL MAKING NATIONAL HEADLINES

# CANADIAN Healthcare Technology



HOME CURRENT ISSUE EVENTS ARCHIVES ▾ ABOUT US LINKS ADVERTISE

## Alberta rolls out first wave of provincial eReferral system

By Rosie Lombardi

Patients often fall through the cracks of our current paper-based referral system, which requires a great deal of phoning, faxing, and follow-up between family doctors and specialists. Different regions are trying to automate referrals, but Alberta is the first jurisdiction in Canada to roll out a province-wide e-referral portal.

The leading-edge solution is built on top of its existing Netcare provincial EHR system, which already has 46,000 healthcare providers in its network.

Last month, eReferral was pleased to be featured on the front page of **Canadian Healthcare Technology** in an article by **Rosie Lombardi**.

The article neatly summarizes the advances made by eReferral while touching upon some of the challenges of automating a provincial referral system.

Read the full article [HERE](#).



Are you making eReferrals on behalf of a physician and would like to promote information about your clinic in our newsletter? Contact Erin.Rohl@albertahealthservices.ca to be featured in our [#WeAre eReferral](#) section!

## THE QURE IS COMING

Our team is excited to be taking part of a new initiative called **Quality Referral Evolution (QuRE)**,

QuRE is a collaboration between AHS, the University of Calgary and the University of Alberta to make quality referral education part of the residency program for both medical schools in Alberta, as well as an accredited self-study for practicing physicians and surgeons in the province.

Although the initiative is still in its early stages, it is garnering wide support from many of the groups that need to be on-

board.

If you think that your expertise would be an asset to this group, contact [Annabelle.Wong@albertahealthservices.ca](mailto:Annabelle.Wong@albertahealthservices.ca) to discuss further options.

Look to our next issue for more information about this exciting initiative!



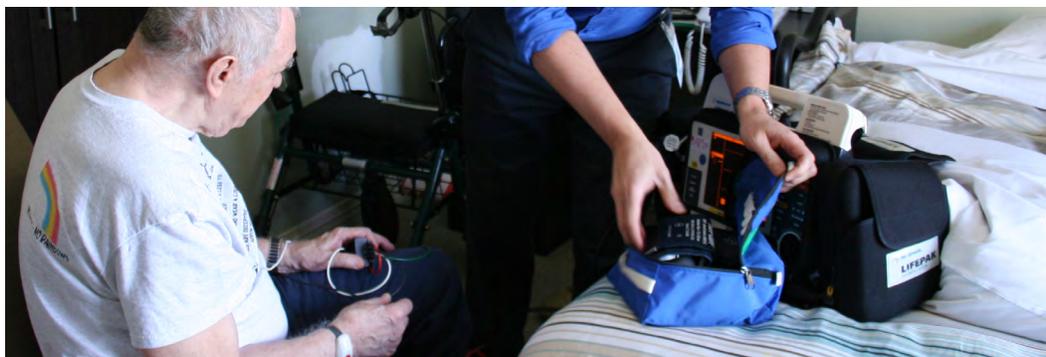
### MACKID PROGRAM HIGHLIGHTS: COMMUNITY PARAMEDIC PROGRAM

#### Calgary Zone Community Paramedic Program – A Mobile Clinical Care Team

**The Calgary Zone** Community Paramedic Program provides mobile access to primary and urgent healthcare for complex high needs patients.

Working in collaboration with the patient's physician and care team, community paramedics perform diagnostics and treatments such as IV rehydration, wound care, medication administration (IV, SQ, PO, PORT & PICC), urinary catheter care, laboratory tests (blood, urine, ECGs), facilitated prescriptions, coordination of community services and focused assessments in the home.

These assessments, diagnostics and definitive treatments help bridge care



into the home, improving health outcomes and safely redirecting patients from EMS, emergency departments and other acute care sites.

Community paramedics virtually 'extend the reach' of the physician into the home in order to facilitate diagnosis and treatment for patients unable to be evaluated in clinic, while collaborating with the patient's entire care team

*continued*



#### eREFERRAL ENHANCEMENTS FOR YOUR EMR

**Your feedback made** it clear that EMR generated referrals were important for your processes. We listened, and are very pleased to announce that new enhancements for eReferral will offer the option of filling out the form in eReferral or attaching a referral form from your computer.

This enhancement takes advantage of eReferral's unique real-time tracking capability. It will save time spent checking the referral has been submitted, and users can check referral progress without making any calls.

A step-by-step quick guide will be available in a special email announcing the **enhancement launch in June 2015**. Your **SUBSCRIPTION** to our newsletter is all you need to make sure you receive notice of this important feature capability!

## MACKID PROGRAM HIGHLIGHTS: PAEDLINK

### Calgary PaedLink – Improving Access for Family Physicians

**F**amily physicians often have pediatric patients that present symptoms or concerns that do not have a clear or specific protocol for care. They may need an answer to a clinical question before knowing how to handle or

manage a particular pediatric issue, or may be unsure where or how to refer the issue.

In Calgary, this issue is being addressed by PaedLink, which is a telephone service for family physicians that offers

quick and direct consultation with a pediatrician. This open communication channel helps family physicians with pediatric concerns and may prevent the need for direct face-to-face consultation or visits to the Emergency Department.

Calgary PaedLink provides *continued*



# Need immediate paediatric advice?



Answers to clinical questions  
Issue management advice  
Referral information  
Resource information

**8am - 8pm**  
**7 days a week**

### Quick Facts

**PaedLink:** 403.955.1098  
8am to 8pm, everyday

**Process:** Leave a message for the on-call pediatrician. Your call will be returned as soon as possible.

**Exclusions:** Management of neonatal hyperbilirubinemia (<7 days of age) should be discussed with Peter Lougheed Centre paediatrician on call (ask at **403 943 5731** or **AHS Regional On Call Application**).

**Billing:** Physician-to-physician clinical communication is an insured service through the AMA Schedule of Medical Benefits

**Accreditation:** Eligible for Maintenance of Certification Mainpro-C credits from the College of Family Physicians of Canada. Please review the information at [http://cfpc.ca/Linking\\_Learning\\_to\\_Practice/](http://cfpc.ca/Linking_Learning_to_Practice/) and generate credits through your learning obtained from the PaedLink service.

**Feedback:**  
[Stephen.Wainer@albertahealth-services.ca](mailto:Stephen.Wainer@albertahealth-services.ca) 403.651.0165

### COMMUNITY PARAMEDICS CONT.



to ensure effective and appropriate medical management.

Community paramedics receive additional education, training and clinical experience in primary and urgent healthcare to meet diverse patient needs. They provide extended hours to the patient and are available 365 days/year operating from 6AM to

10PM.

For more information about the Community Paramedic Program please visit

our website  
[albertahealthservices.ca/9571.asp](http://albertahealthservices.ca/9571.asp)

or send us an email

[communityparamedic@albertahealthservices.ca](mailto:communityparamedic@albertahealthservices.ca)

### PAEDLINK CONT.

pediatrician telephone consultation access for family physicians between the hours of 8am and 8pm, 7 days a week. Family physicians leave a message and the on-call pediatrician will return the call as soon as possible. The single-access telephone number is confidential and should not be shared with patients, family members or guardians. Currently, this service is only available for Calgary and area.

PaedLink is not intended to replace the usual referral process or to expedite referrals. If a patient needs to see a pediatrician on a non-urgent basis, they should be referred through usual processes. Acutely ill children requiring pediatric assessment should be referred to the Emergency Department. A PaedLink telephone consultation may result in the need for a formal consultation, which will be arranged accordingly.

### Did you know?

Physicians make a very small percentage of eReferrals on their own; more than 90% of eReferrals made between July 2014 and May 2015 were made on behalf of a physician.

referrals sent by a physician  
**100**

