

April 16, 2020

Updates to eReferral Advice Requests

Physicians and their clinical support staff can now submit eReferral Advice Requests (i.e. non-urgent questions answered by a specialist within five calendar days) to **OBS-GYN – Urogynecology** and **Paediatrics – Gastroenterology** in the Edmonton Zone. We are also expanding our Advice Request service to new Zones for the following specialties:

Specialty (Reason for Referral)	New Zone(s)	Existing Zone (if applicable)
Orthopaedic Surgery (Shoulder issue)*	Province-wide	
Otolaryngology (Otolaryngology issue)	Calgary	Central
Otolaryngology (Paeds otolaryngology issue)	Calgary	
Psychiatry – Child and Adolescent (Child and adolescent psychiatric health issue)	Central, Edmonton, South	Calgary

*In late April 2020, Orthopaedic Surgery will be releasing more Advice Request reasons for referral province-wide, including: Ankle issue, elbow issue, foot issue, hip issue, knee issue and wrist issue.

eReferral users will also see an update to the facility name for Urology. The new facility name is listed as: Kaye Edmonton Clinic – Dianne and Irving Kipnes Urology Centre. It was previously Northern Alberta Urology Centre.

Finally, Calgary Zone Adult Gastroenterology has disabled Advice Request for Hepatology issue. Edmonton, North and South Zones continue to accept Advice Requests for Hepatology issue.

For additional training support, contact eHealth Netcare Support Services at 1-855-643-8649 or email ehhealthsupport@cgi.com



Reasons for Referral

For a current list of the Advice & Consult Request reasons for referral, go [online](#)



Training & Support

Need eReferral help? Contact eHealth Netcare Support Services at 1-855-643-8649 or email ehhealthsupport@cgi.com

For quick references, visit the [Alberta Netcare Learning Centre](#)



More Information

For more information about eReferral, visit us [online](#)



Get in Touch

For more information about eReferral, visit us [online](#)
For inquiries or questions, email access.ereferral@ahs.ca or call 1-888-733-3755