eReferral

NEWS & UPDATES

New changes to eReferral coming in August 2022

On August 11, 2022, a number of Alberta Netcare eReferral updates will be implemented that will affect referring, responding and triage users. Many of these updates are minor and are designed to streamline eReferral processes, but others will change current functionality. Here's key highlights coming to a screen near you soon:

1. eReferral Advice Requests to be added to Clinical Document Viewer
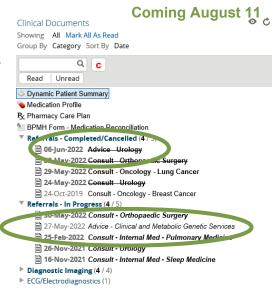
Right now, eReferral Advice Requests are private conversations between referring and receiving providers and are currently only viewable by those who have access. Starting August 11, 2022, all in-progress and completed/cancelled Advice Requests will be viewable in the patient's record under the Clinical Document Viewer (CDV) tree with Clinical 1, 2, 5, 7 & 8 access.

Having access to an in-progress or completed/cancelled Advice Request can be handy for providers as it can provide insight into what questions were asked before and can prevent duplicate Advice Requests from being submitted again.
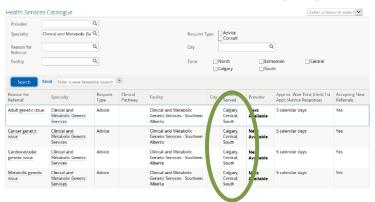
Note: Advice Requests submitted prior to August 11 will remain private conversations unless they are re-edited.

2. Zone(s) Services add to the Health Service Catalogue

Enhanced search functionality will be added to the Health Services Catalogue to allow users to search for Advice and Consult Request specialties in their Zone. At present, some eReferral specialties have facilities that appear to serve only one Zone, but actually accept requests from other Zones as well. This new search functionality increases transparency and will allow users to see what Advice and Consult Request options are in their Zone.

Note: On Aug. 11, 2022, Zone services in the Health Services Catalogue will be updated for Internal Med – Pulmonary Medicine (IPOP) and Clinical and Metabolic Genetic Services initially, and the other facilities (i.e., Dermatology, Internal Med – Geriatric Medicine and Nephrology) will be updated in the coming months.
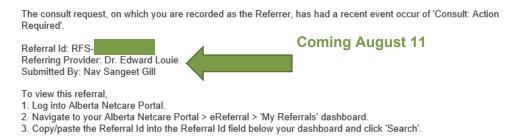
3. Printing Updates

If you are a user that prints Advice or Consult requests, you will be happy to know that duplicative headings and other fields like ULI, name, sex and date of birth have been removed to reduce the number of pages being printed, save resources and be more environmentally friendly.

4. Provider Notifications Emails for Referring Providers/Referring On Behalf Of Users Updated

Provider notification emails that are sent to referring and referring on behalf of providers immediately after an Advice or Consult Request's status changes will be updated to include the referring provider and who it was submitted by.

This change will ensure users who refer on behalf of physicians or who practice at different facilities to only see the referrals applicable to their role. It also enhances patient and provider privacy and confidentiality.

Note: Emails sent as a daily summary overnight will not include referral ID, referring provider or who the request was submitted by.

5. Provider Notification Setting Changes

If you are a Provider Notifications user, you may notice a few changes under the *Manage Notifications* page within the *Common* folder on the *Clinical Portal Menu*.

If you are a referring or referring on behalf of user, you can subscribe to a wide range of notifications under *My General Subscriptions*, even if they do not apply to your user role. Starting August 11, 2022, you will only be able to subscribe to "Referrer" notifications and all other notifications will be removed/unsubscribed to. *Note:* If you are a Receiver, Receiving on Behalf Of or Triage user, you will continue to see all Provider Notifications options.

In addition, we have also added a "reset" button so all roles can restore your subscriptions to the default settings. For a list of default settings based on role, click on the link below:

- Referring and Referring on Behalf of User
- Receiving and Receiving on Behalf of User
- Triage User

Training materials like the eReferral User Guide and Quick References will be updated as of August 11, 2022 with this information. If you have any questions about these changes, please email access.ereferral@ahs.ca or leave a message at 1-888-733-3755. Additional communication will be sent to providers on or shortly after August 11, 2022.

Need eReferral Training Support?	**Training resources at your fingertips!**	**Other eReferral inquiries?**
Contact the eHealth Netcare Support Services team at 1-855-643-8649 (Monday – Friday; 8:15 a.m. – 4:30 p.m.) or email ehealthsupport@cgi.com	For quick reference guides on how to submit eReferral Advice and Consult Requests, go online.	Leave a message at: 1-888-733-3755 or email access.ereferral@ahs.ca