

July 24, 2020

### eReferral Advice Request Updates

On July 24, 2020, **Clinical and Metabolic Genetic Services** was added to eReferral Advice Request and is accepting non-urgent adult, pediatric, prenatal, metabolic, cancer and cardiovascular genetic issue questions from the Calgary, Central (Red Deer and south) and South Zones. In addition, **Internal Med – Geriatric Medicine** is now accepting Advice Requests in the Edmonton and North Zones.

To submit an Advice Request, read our [quick reference](#) or watch our eTraining [video](#). If you need additional support, contact the eHealth Netcare Support Services team at 1-855-643-8649 or email [ehealthsupport@cgj.com](mailto:ehealthsupport@cgj.com)

### Edmonton Zone Urology Changes

In July 2020, changes were made to some eReferral Consult Request reasons for referral for Edmonton Zone Urology.

Starting July 24, 2020, users will no longer be able to submit Consult Requests for the following reasons for referral:

- Balanitis
- Incontinence
- Male sexual dysfunction
- Spermatocele
- Testicular pain chronic (non-STD)

Moving forward, providers requiring assistance for these reasons for referral can submit an eReferral Advice Request using “Urology issue,” and will receive a response back from a Urologist within five calendar days.

Requirements and exclusions have been also been updated for the following reasons for referral:

- Hematuria microscopic (greater than 3 rbc/hpf)
- Peyronies disease
- Urinary tract infection
- Male infertility
- Hydrocele
- Kidney stone chronic (non-obstructing)
- BPH (Benign Prostatic Hyperplasia)



#### 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 [ehealthsupport@cgj.com](mailto:ehealthsupport@cgj.com)

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



#### More Information

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

- Cystocele
- Erectile dysfunction
- Female voiding dysfunction
- Lower urinary tract symptoms (LUTS)
- Phimosis

An updated [Urology Referral Quick Reference](#) will be released in Summer 2020. Until then, please review these requirement and exclusion changes on eReferral.

Finally, the reason for referral “Pelvic organ prolapse” has been changed to “Female pelvic organ prolapse” and a new exclusion for all Consult Request reasons for referral was added stating that if a patient needs to be seen in 2-4 weeks, the provider must call the Dianne and Irving Kipnes Urology Centre’s Referral and Triage Department at 780-407-5800.

## Share Your eReferral Experience – Complete Our Survey Today!

As users, your opinions about eReferral matter. We invite you to complete our annual eReferral User Experience Survey and share your feedback on eReferral’s effectiveness, efficiency, flexibility and user friendliness. Information shared through this survey will help us identify future areas for improvement that can benefit all users and enhance the referral-consultation processes for better patient care in Alberta.

To complete the survey, click [here](#). The survey should take approximately 15 minutes to complete and all answers are anonymous. Survey closes on Oct. 10, 2020.

Plus, there is a voluntary option to enter your name into our draw for a chance to win one of two eReferral prize packs! Winners will be announced at the end of October 2020.

*The plan for this study has been reviewed and approved by the Research Ethics Board at the University of Alberta (Ethics ID: Pro00096935). If you have any questions regarding your rights as a research participant or how the research is being conducted, you may contact the Research Ethics Office at 780-492-2615.*

For questions or more information, please contact [Yong Li](#).



### Get in Touch

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

For inquiries or questions, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call 1-888-733-3755 (M-F)