

June 25, 2021

On June 17, new eReferral enhancements were implemented to eReferral workflows, referral forms and Provider Notifications. One additional item we'd like to highlight is how with Advice and Consult Request workflows, both referring and receiving providers will now view comments and any attachments under the *Activity* section > *View Form*.

Let's look at an Advice Request example for referring users.

When you would like to review the specialist's response, you open it as normal from the *My Referrals* dashboard and click on the *Completed* worklist to select the appropriate Advice Request.



Referrals	Total	Consults	Advice
Recently Updated	14	5	9
Cancelled/Declined	25	22	0
Action Required 	29	1	28
Drafts	48	39	9
Undelivered	0	0	0
In Progress	592	270	322
Completed 	9	224	224
Waiting for Response	233	87	146

To open the response, click the *Activity* jump-link at the right of the screen to take you directly to the *Activity* section. Click *View Form* under *Respond with Advice* to see the specialist's response and to view any additional attachments. NOTE: When the form is printed, these sections will automatically open and print.

### Events

**Completed Date** on 23 June 2021, 16:40

**Received** on 23 June 2021, 16:35

### Activity

#### Respond with Advice

EVENT Completed Date

DATE 23 June 2021, 16:40

REASON Continue Managing Within Your Scope of Practice

 [View Form](#) 



### 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@cqi.com](mailto:ehealthsupport@cqi.com)

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



### More Information

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

By clicking *View Form*, you can also see:

- The service provider (or who responded to your Advice Request)
- Their advice/response
- Any external documents they've attached
- Any Netcare documents they've attached

#### Events

**Completed Date** on 23 June 2021, 16:40

**Received** on 23 June 2021, 16:35

#### Activity

##### Respond with Advice

EVENT Completed Date

DATE 23 June 2021, 16:40

REASON Continue Managing Within Your Scope of Practice

 Hide Form

Set Service Provider

Dr. Jim Mitchell Doe

Advice/Response

Please see the attached clinical pathway and continue managing the patient within your scope of practice.

Attach External Document(s)

 Clinical Pathway.pdf (31.3 kB)

Netcare Document(s)

No documents

Complete Reason

Continue Managing Within Your Scope of Practice

If you do not click *View Form*, you may think the Advice Request has not been responded to, or see the specialist's response and attachments.

Although you may have already figured this out, we wanted to bring it to your attention and ensure you know this process when reviewing Advice and Consult Requests. We also recognize that *View Form* may not be as descriptive as it can be to see this important information in the *Activity* section, so we're planning to change this in an upcoming release. Stay tuned for this update.

Additionally, our eReferral Quick Reference Guides and User Manual have been updated on the [Alberta Netcare Learning Centre](#).



#### 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)