

September 24, 2020

### September eReferral Advice & Consult Request Updates & Information

As of Sept. 24, 2020, referring providers will notice some additions to eReferral Advice & Consult Requests, including:

- Surgery – General Surgery is now available for Advice Requests in the North Zone
- Advice Request has been expanded to the Central Zone for Nephrology
- Palliative Care - Palliative Medicine has started accepting Advice Requests in the Central Zone
- Internal Med – Pulmonary Medicine- ATOP is now accepting Consult Requests in the Calgary Zone

Also, Advice Request reasons for referral for Orthopaedic Surgery have been deactivated at the following facilities:

- Dr. Baburam's Clinic (in Bonnyville) – North Zone
- Dr. Lategan's Clinic (in Westlock) - North Zone
- Surgical Optimization Clinic (in Medicine Hat) – South Zone

*Important notes about this Orthopaedic Surgery change:*

- Consult Request is still available for Orthopaedic Surgery at these facilities.
- Orthopaedic Surgery is available province-wide for Advice Request. To submit a request, choose the Zone you are in and the appropriate reason for referral (i.e. ankle, elbow, foot, hip, knee, shoulder and wrist issue).

For training support, contact eHealth Netcare Support Services at 1-855-643-8649 or email [healthsupport@cgi.com](mailto:healthsupport@cgi.com)

### Complete the eReferral User Experience 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.

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 prize packs! Winners will be announced at the end of October 2020. For questions or more information, please contact [Yong Li](#)



#### 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 [healthsupport@cgi.com](mailto:healthsupport@cgi.com)

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



#### More Information

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

## Use eReferral Provider Notifications!

eReferral users can receive email notifications with the status' of their Advice and Consult Requests through Provider Notifications. Provider Notifications are customizable through *My Details* within Alberta Netcare and allow you to choose what emails you receive and when.

For more information, visit our [Provider Notifications Portal](#) today!



### 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)