

HOW TO RESPOND TO AN ADVICE REQUEST

1. Configure your *My Details*. Go to the *Common* folder in the *Clinical Portal Menu* from your *Homepage*. Click *My Details* and ensure your demographic information is correct.
 2. Select *Triage Referrals* from the *eReferral* menu bar.
 3. Click on *Triage* and the *Triage* worklist will open in a new window.
 4. Select *Advice* in the *Request Type* section. Click *Search* to filter the list and then click on an Advice Request to view it.
 5. To respond to an Advice Request, click *Respond with Advice* from the *Workflow* taskbar.
- Important note:** If you are a fellow or other staff member that composes responses on behalf of a physician, use the *Respond with Advice (Review Required)* option to have a specialist review the response before it goes back to the referring provider.
6. Set the *Service Provider*. Enter the response and add any attachments.
 7. Choose a *Complete Reason*.
 8. Once you're done, click *Complete*. If you used *Respond with Advice*, the Advice Request will appear in your *Complete* worklist on the *My Assigned Referrals* dashboard. If you used *Respond with Advice (Review Required)*, it will appear on the *Action Required* worklist on the *Triage Referrals* and *My Assigned Referrals* dashboard for the specialist to review.

For a current list of specialties accepting Advice Requests, go to: albertanetcare.ca/eReferral.htm

For additional Advice Request training support, visit the Alberta Netcare Learning Centre at:
albertanetcare.ca/learningcentre/eReferral.htm

How do I manage/triage an Advice Request? Select *Triage Referrals* from the *eReferral* menu on the *Clinical Portal Menu*. Click *Triage* and the *Triage Worklist* will open in a new window. Select *Advice* in the *Request Type* section and then click *Search* to filter the list. Click on any Advice Request to view.

Can I link to or attach documents when responding to an Advice Request? Yes. You can attach new files from your computer, or link documents already on Alberta Netcare.

What if I need more information from the referring physician to answer the Advice Request? Complete steps 1-4 (see instructions on the left) for responding to an Advice Request. Then return to the *Workflow* taskbar and select *Request Information (from Referrer)*. Click *Add* and type in your name to set yourself as the *Service Provider*. Select the *Reason* for requesting additional information. Add a comment, attach any documents, and click *Request Information (from Referrer)*. The Advice Request will appear on the referring provider's *Action Required* worklist and your *Waiting for Response* worklist.

The referring provider requested additional information from me. How do I respond? If additional information or clarity is needed from you (the responding provider), it will appear on your *Action Required* worklist. Click *Action Required* and select the Advice Request. To review the requested information, navigate to the *Activity* section. Click *View Form* under *Respond to Receiver*. Click *Mark as Reviewed* from the *Workflow* taskbar. Enter a comment and click *Mark as Reviewed* to finish. Then, click *Respond with Advice* from the *Workflow* taskbar. Set yourself as the *Service Provider*. Enter your response and add any attachments. Choose a *Complete Reason* from the list provided and click *Complete*.

Can I use a speech-to-text device to answer an Advice Request? Some physicians use Dragon Naturally Speaking software to dictate a response into an Advice Request.

Can I turn off Advice Requests when I go away? Yes, but please contact access.ereferral@ahs.ca at least two weeks prior to leaving to ensure Advice Requests are re-routed to another responding physician.

How do I bill for an Advice Request? Responding providers can bill using eConsult 03.010 (\$68.65).

Support & Training

If you require Alberta Netcare access or additional training support, contact ehealthsupport@cgi.com or call 1-855-643-8649. For additional eReferral inquiries, email access.ereferral@ahs.ca or call 1-888-733-3755 (Monday – Friday).