



### What is the Alberta Referral Directory?

The [Alberta Referral Directory](#) (ARD) is Alberta Health Services' (AHS) official information source for referral-based health services. The directory is comprised of referral and specialist information to help facilitate referral acceptance. The ARD is managed by Path to Care, an AHS program that is transforming patient access to care.

### Why use the ARD?

The directory eliminates the need to search, update and publish documents in multiple places throughout the province. Having updated referral information in a single source increases the likelihood of sending and receiving appropriate referrals with completed investigations, and spending less time resubmitting and redirecting referrals. The ARD can help to reduce workload burden, save time, reduce operating costs, and improve patient satisfaction and safety.

### How do ARD and eReferral work together?

The ARD contains referral information for more than 3900 scheduled health services across the province. The directory is a great source of information when you do not know where to send a referral or need to review a service's specific referral requirements. Once you have determined what information is needed to make a referral, you can use eReferral to create, submit, track, and manage the referral through Alberta Netcare. Services listed in the ARD that accept referrals (via eReferral) contain a link to the eReferral webpage for easy access. How do I find the referral information I am looking for? Click on the 'Service' filter to search for a service profile or click the 'Specialist' filter to search for a specialist profile. Try the filters on the left to refine your search. If you need help, there is a link to ARD search tips at the bottom of the website or email [ard@ahs.ca](mailto:ard@ahs.ca).

### What information do service profiles contain?

AHS services that accept referrals originate from Inform Alberta. Service editors complete these profiles to include:

- Referral guidelines that include reasons for referral, required investigations and information
- Referral processes and forms
- Approximate routine wait times and eligibility requirements
- Service communication turnaround targets
- Patient maps, directions, parking information, hours of operation and missed appointment guidelines

### What information do specialist profiles contain?

The information listed in specialist profiles originates from the College of Physicians and Surgeons of Alberta (CPSA) and the Alberta Health Provider Registry. Profiles are updated by specialists and/or their delegates to include:

- Specialties
- Areas of interest
- Site services performed at
- Associated services
- Contact information, languages spoken and notes

Specialists are encouraged to link their profiles to the service profiles where they practice and indicate if they are accepting referrals at each location.

### Can private and community services be listed in the ARD?

Any service that provides a physical, mental, or emotional health care option for Albertans (and meets ARD profile criteria) can request to be listed by completing a private service profile request form.

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## **Can you send a referral from the ARD?**

No. The ARD provides all the information required to make a complete and appropriate referral, but you cannot submit a referral from the ARD.

## **What is open access?**

Until 2018, health care providers could only view ARD content via Insite and Alberta Netcare. We have “opened up” access to the ARD so healthcare providers can easily view content at [www.albertareferraldirectory.ca](http://www.albertareferraldirectory.ca) without logging in. Be sure to bookmark this website for future reference.

## **Can the public view ARD content?**

Yes. The ARD is accessible via the internet, but it will not be promoted to the public at this time.

## **Can patients self-refer using the referral forms in the ARD?**

While a small number of the services in the ARD indicate that self-referrals from patients are accepted, the majority will require a healthcare professional to initiate the referral. If a service does not indicate self-referrals are accepted, patients should contact their family physician or call Health Link at 811 for assistance.

## **How accurate are the wait times listed in the ARD?**

The wait times listed in the ARD are estimates for routine appointments only. They are not guaranteed and may change without warning. Urgent and emergent wait times are not included in the ARD.

## **How can I get assistance?**

Contact ARD toll free at 1-855-889-8899, Monday – Friday, 8:00 a.m. – 3:00 p.m. or email [ard@ahs.ca](mailto:ard@ahs.ca).