



within **five calendar days**.

Specialty advice is available through **Alberta Netcare eReferral Advice Request**. Physicians and their support staff can submit non-urgent clinical questions to specialists and receive responses

eReferral leverages existing information from Alberta Netcare like diagnostic imaging, labs and demographic information into a form that can be submitted, tracked and managed completely online.

“In many cases, eReferral Advice Requests can help physicians continue managing their patients in their medical home,” says Jodi Glassford, provincial director of Access Improvement. “This can reduce wait times for specialty care and avoid unnecessary referrals.”

If an in-person appointment is required, the response from the Advice Request can better prepare the patient for their specialist appointment or provide a management plan while the patient is waiting for specialty care.

“I used Advice Request to ask a gastroenterologist for advice about interim management options for a patient who was in a great deal of pain and distress, and who was awaiting a GI consultation,” says Dr. Julia Carter, a Calgary-based physician. “I got a response two days later that was clear and helpful, and my patient was very appreciative of the timely advice.”

eReferral Advice Request is available for numerous specialties across Alberta, including Adult and Paediatric Gastroenterology. To learn more about how you can start submitting eReferral Advice Requests, go to www.albertanetcare.ca/eReferral.htm or email access.ereferral@ahs.ca

GI reasons for referral available on eReferral Advice Request

Specialty	Reason for Referral	Zone
Adult GI	Adult GI issue	All
Adult GI	Colon cancer screening	Edmonton & North
Adult GI	Hepatology issue	Edmonton, North & South
General Surgery	Colorectal issue, Hernia issue, Gallbladder issue, Suspected gastrointestinal cancer, & Other general surgery issue	Calgary, Edmonton, South & North
Paediatric GI	Paediatric GI issue	Edmonton

65%

Average number of Adult GI Advice Requests submitted (province-wide) that provide enough information for physicians to **manage their patients in their medical home and avoid in-person specialist appointments**.*

4

Days

Average number of days it takes for an Advice Request to be responded to.*



Advice Requests are billable. Referring providers can bill using 03.01R, while responding providers can use 03.01O.

*Data: April 1 – September 30, 2021

eReferral information at your fingertips!

For more information about eReferral, go to albertanetcare.ca/eReferral.htm

For training & support, contact eHealth Netcare Support Services at **1-855-643-8649** or email healthsupport@cgi.com

For Quick References and eDemos, go to albertanetcare.ca/learningcentre/eReferral.htm

HOW TO CREATE AN ADVICE REQUEST

1. Configure your *My Details*. Go to the *Common* folder located in the *Clinical Portal Menu*. Click **My Details** and ensure your demographic information is correct.
2. Search for your patient. Open their record and click **Create Referrals**.
3. Enter a reason in the *Reason for Referral* field. Under *Refer For*, choose *Advice*. Click **Create**.

Request for Service

Select a Form

4. Select a *Reason* for sending the Advice Request.
5. Under *Recipient*, click **Add** to determine where to send the Advice Request to.
6. In the *Advice Request Conversation* section, click **Add** to input yourself (i.e., the referring provider) as the respondent of the entry.
7. Use the first conversation entry box to describe your question. Include any external attachments, Alberta Netcare reports or lab results.

8. Confirm information in the *Referring Provider* section is correct. To configure this information so it automatically populates, update your *My Details*.
9. Scroll to the bottom of the page and click **Submit**. All entries marked with a (*) are mandatory and must be completed to successfully submit an Advice Request.

Can I submit urgent requests to eReferral?

If your matter is of a more urgent nature, please contact RAAPID:

- RAAPID North (for patients north of Red Deer, AB): **1-800-282-9911** (Canada ONLY) or **780-735-0811**
- RAAPID South (for patients in and south of Red Deer, AB) – **1-800-661-1700** (Canada ONLY) or **403-944-4486**

Please **do not** submit urgent requests through eReferral.

I don't use Alberta Netcare often. Can I use other EMRs and upload a request to eReferral Advice Request? Yes.

Referral forms that mimic the ones in eReferral are available on TELUS Med Access, TELUS PS Suite, TELUS Wolf, QHR Accuro and Healthquest EMRs. You can fill out the request in your preferred EMR, print to PDF and attach it to an eReferral request. For quick reference guides on how to find and use these new referral templates, go to:

albertanetcare.ca/TelusHealthNewTemplates.htm

Can I receive notifications on my eReferral Advice Requests? Yes.

Through eReferral Provider Notifications, you can receive email notifications – either immediately or as a daily summary - when an activity occurs on your Advice Requests. To get set up, visit albertanetcare.ca/1301.htm for instructions and more information.

Are there other specialties available on eReferral Advice Request besides GI? Yes.

To view all of the specialties available in the different Zones, go online to:

albertanetcare.ca/eReferral.htm

Support & Training

Who should I contact if I need Alberta Netcare access? If

you require Alberta Netcare access, contact

ehealthsupport@cgi.com or call **1-855-643-8649**.

Is there eReferral training available? Yes. Visit our Quick References guides or eDemos

(albertanetcare.ca/learningcentre/eReferral.htm) for step-by-step training or contact eHealth Netcare Support Services at **1-855-643-8649** or ehealthsupport@cgi.com. For other eReferral inquiries, email access.ereferral@ahs.ca or call **1-888-733-3755** (Monday – Friday).