

eReferral

Alberta Netcare eReferral

February 2023 Improvements

Contact

E: access.ereferral@ahs.ca

Leave a message at: 1-888-733-3755

W: www.albertanetcare.ca/ereferral.htm



Key Takeaways

- eReferral platform changes were implemented on Feb. 23, 2023.
- Changes to referring, receiving and triage providers are minor and are designed to improve eReferral functionality and usability.
- If you need support:
 - Contact eHealth Netcare Support Services:
1-855-643-8649 (Monday - Friday; 8:15 a.m. – 4:30 p.m.) or email ehealthsupport@cgi.com
 - Go online to:
www.albertanetcare.ca/learningcentre/eReferral.htm for training materials.



Key Changes for Referring Providers

Consult Request Form Changes

- Mandatory Requirements** – Creating users no longer have to indicate where each required investigation is located. A new checkbox under **Mandatory Requirements** allows you to confirm all labs and diagnostic imaging are included in your attached and/or linked documents.

Requirements	Attached / Add Details	Time Period
Renal and bladder ultrasound. If patient has had a CT, an ultrasound is not necessary	Attached or Linked	within 90 calendar days
Hematuria microscopic must be greater than or equal to 3 RBC/HPF on at least two urinalysis prior to referral	Attached or Linked	within 90 calendar days
Creatinine, urinalysis x2, urine culture	Attached or Linked	within 90 calendar days

Requirements All mandatory requirements have been met.

Add Requirements and/or Additional Information

Attach External Document(s) No file chosen
File size restricted to 5MB. Multiple files can be uploaded up to a limit of 25MB.

Netcare Document(s)

Notes

Remember: You can add multiple files to your Consult Request. Each file must be 5MB or less and a combination of files up to 25MB can be added per referral.

Consult Request Form Changes

- **Referring Provider field** – When submitting a Consult Request, other practitioners like Physiotherapists, Opticians, Optometrists and Chiropractors can be pulled from the Provincial Provider Registry and selected as the referring provider.
 - **Benefit:** This expands referring provider options and creates greater transparency of who referrals are being submitted by.
 - *Note:* Some practitioners do not have access to Alberta Netcare. If you are submitting a referral on behalf of a provider that does not have Alberta Netcare, ensure you are tracking the referral and providing them with any updates.

Provider Type ▲
AUD
DEN
LPN
LPN
LPN
MD
MD
PHARM
PSYCH
PSYCH
PSYCH
RN

Other Consult Request Form Changes

- **Who has been informed?** - *Information not available* button added.

Who has been informed? *

Patient Guardian Patient & Guardian Information not available ✕

Please ensure the patient or guardian has been informed of the diagnosis or reason for referral.

- **Preferred contact field** - Is no longer be mandatory.

- **Primary care provider** - New *Unknown* button added.

Primary Care Provider *

Same as Referring Provider Different from Referring Provider Patient does not have a Primary Care Provider Unknown ✕

- **Special considerations** - Label changed to *Special Considerations & Preferences* to add key information about patient's situation (i.e., physical, psychological, etc.) and any provider and/or location preferences.

- **Patient's current status** - New button for *Information not provided on referral* added.

Patient's current status *

Stable Worsening Information not provided on referral Other ✕

Please provide details about if the patient's condition is stable or worsening. What you

Other Consult Request Form Changes

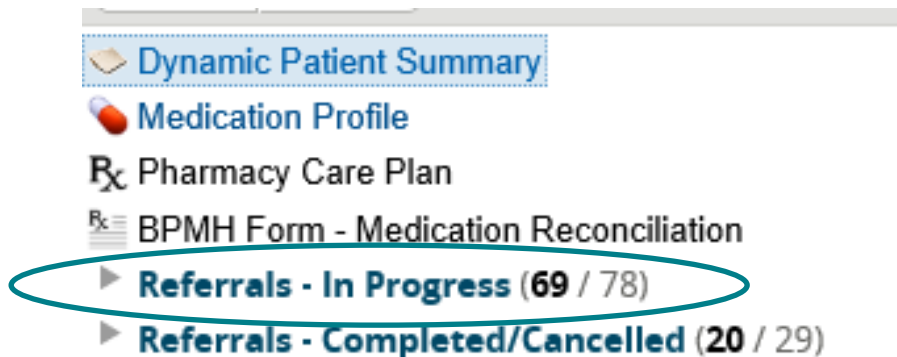
- **The Provincial Hip & Knee Consult Request referral form has been removed from eReferral.** All Consult Request referrals for orthopedics will be made using the standard form post Feb. 23.
 - *Note:* The new standard Consult Request referral form will automatically open when you start creating a Consult Request, so you do not have to manually pick the form.
 - **Benefit:** This creates standardization and ensures that all referrals created through eReferral are submitted using the same form.

Specialty Updates

- **Orthopedic and urology reasons for referral have been added to eReferral as part of the Alberta Surgical Initiative (ASI) Facilitated Access to Specialized Treatment (FAST) program.** Starting Feb. 24, you can submit Consult Requests to FAST specialties using eReferral.
 - *Note:* Using eReferral is not mandatory for all referrals, except for Edmonton Zone urology. Edmonton Zone urology still requires submission by eReferral.

Other FAST-Related Updates

- Starting March 3, 2023, **In Progress** Facilitated Access to Specialized Treatment (FAST) referrals will be viewable in patient records through the *Clinical Document Viewer (CDV) tree*. This will include referrals made for urology and orthopedics.
- **In Progress** referrals made to other Edmonton Zone FAST specialties will also be visible.




Specialty Updates

- **OBS-GYN - Maternal Fetal Medicine removed from Advice Request in the Edmonton Zone.**
 - Please use [RAAPID](#) for future advice for Maternal Fetal Medicine.
- **Surgery - General Surgery - Edmonton Zone (only) removed from Advice Request.**
 - Please use [ConnectMD](#) for Edmonton Zone General Surgery advice.
 - *Note:* General Surgery continues to be available for eReferral Advice Request in all other zones.

Provider Notification Changes

- Referring providers who receive email notifications on the status' of their requests have a new notification they can opt into. *Accepted* will be available and will be sent when the referral has been accepted by the clinic.
 - To set up your Provider Notifications, go to the online [Portal](#).



Key Changes for Receiving Providers & Triage Users

FAST Program Changes

- New workflows have been added to support the Alberta FAST program enter referrals into eReferral. Workflows include:
 - Update Received Date (T2)
 - Accept (T3)
 - Requested Info: Received/Not Received
 - Complete (T5)
- Eight new letters are now accessible by FAST staff through the *Triage* dashboard. These letters support information sharing with surgeons and referring providers.
- New field in *My Details* was added that allows users to add their name and title to the signature block for the FAST letters.
- New reasons for referral added to eReferral Consult Request for specialties on Edmonton Zone FAST, orthopedic surgery and urology.
- Weekly report template changes have also been made.

Consult Request Form Changes

- Received Date (for Receiving Office use only) changed to: *Received Date (T2) (For Receiving Office use only)*.

Provider Notification Changes

- Receiving providers and triage users who receive email notifications on the status of their requests have a new notification they can opt into. *Accepted* will be available and will be sent when the referral has been accepted by the clinic.
 - To set up your Provider Notifications, go to the online [Portal](#).

Status Reason Changes

- New reason added to Decline workflow: *Preferred provider not available*.
 - New reasons added to Defer workflow.
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Search Functionality Changes

- **Triage Site** search feature added to *Triage* dashboard and *My Assigned Referrals* dashboard.

Action Required

Received Date	<input type="text"/> to <input type="text"/>			
PHN/ULI	<input type="text"/>			
Referral Reason	<input type="text"/>			
Triage Site	<input type="text"/>			
Status	<input type="checkbox"/> Reassigned	<input type="checkbox"/> Clerical Triage in Progress	<input type="checkbox"/> Waiting for Clinical Triage	<input type="checkbox"/> Response in Progress
	<input type="checkbox"/> Clinical Triage in Progress	<input type="checkbox"/> Information Provided	<input type="checkbox"/> Appointment Missed	
Request Type	<input type="checkbox"/> Consult	<input type="checkbox"/> Advice		

Questions?

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- Email access.ereferral@ahs.ca with any questions.