



Significant eReferral upgrade coming Spring 2024

This Spring, Alberta Netcare eReferral will be upgraded. As this significant update will affect Referring, Receiving and Triage users, here's what you need to know:

- Request Type names will be simplified:
 - *Advice Requests* will become *eConsults*.
 - *Consult Requests* will become *Referrals*.
- Modernized user interface will feature:
 - New expandable section at the top of the screen showing key referral information at-a-glance, including the referral creation date.
 - New sidebar section at the right of each screen displaying referral information like *Activity*, *Linked Referrals* and *Attachments*.
 - Redesigned Workflow Bar with smaller drop-down menus showing workflow categories.
 - Workflow actions displayed immediately upon submission of new referral.
- Receiving and Triage users will be able to:
 - Change the *Referral Reason* and/or the *Specialty* without needing to create a new referral.
 - Redirect an existing referral to a different location/facility.
 - Link referrals, delete notes, and add attachments as necessary.
- Referring/Referring on Behalf of Providers will be able to:
 - Submit referrals to the FAST (Facilitated Access to Specialized Treatment) central access and intake program using a simplified search function.
 - Select the patient's preferred provider and location when the patient does not want the next available provider.

Learn more: Training sessions for Referring/Referring on behalf of providers will be available for registration on the [Alberta Netcare Learning Centre](#) in April. Receiving/Receiving on behalf of and Triage users will be contacted directly via email for updates and training opportunities.

What's next: More information about this upgrade will be shared in the coming weeks by email, [online](#), and in medical association newsletters. Training materials, like quick reference guides, will also be updated with this new information when the upgrade is launched.

eReferral Training Support

1-855-643-8649
eHealthProviderSupport@gov.ab.ca

Monday – Friday
8:15 a.m. – 4:30 p.m.

Training Resources

Quick reference guides are
available [online](#).

General eReferral Inquiries

access.ereferral@ahs.ca