eReferral

NEWS & UPDATES
February 13, 2023

New changes to eReferral coming February 23

On February 23, a number of eReferral updates will occur that will affect referring, receiving and triage users. While most changes are minor, you may notice them when using eReferral.

For a detailed list of key changes coming for each user role, see the presentation attached.

Change highlights:
- For Consult Requests – creating users will 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.
- Standard consult form used for all referrals for orthopedics; the Provincial Hip & Knee Consult Request form is removed.
- OBS-GYN Maternal Fetal Medicine and Surgery – General Surgery (Edmonton Zone only) to be removed from eReferral Advice Request.
- New Provider Notification option for referring, receiving and triage users.
- New workflows for FAST program staff.

eReferral Updates Related to the Alberta Surgical Initiative (ASI)
New Consult Request reasons for referral will be added to orthopedic surgery and urology as part of ASI. Referring providers who have access to eReferral will be able to submit referrals to FAST via Consult Request. *Note:* While submitting through eReferral will be available, it is not mandatory for North, Central, South and Calgary Zones. Edmonton Zone urology referrals must be referred via eReferral.

Starting March 3, in progress 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.

eReferral training resources are available online. If you have any questions or need additional training support, email ehealthsupport@cgi.com or call 1-855-643-8649.

Need eReferral Training Support?	**Training resources at your fingertips!**	**Other eReferral inquiries?**
Contact the eHealth Netcare Support Services team at 1-855-643-8649 (Monday – Friday; 8:15 a.m. – 4:30 p.m.) or email ehealthsupport@cgi.com	For quick reference guides on how to submit eReferral Advice and Consult Requests, go online.	Leave a message at: 1-888-733-3755 or email access.ereferral@ahs.ca

Alberta
Netcare
ELECTRONIC HEALTH RECORD

Alberta Health Services
Access Improvement