



NEWS & UPDATES

June 15, 2023

eReferral Updates Implemented June 15

On the evening of June 15, 2023, several eReferral updates were made that affect referring, receiving and triage users. Changes include:

- *Sheldon M Chumir Health Centre – Nephrology* no longer accepting eReferral Advice Requests. With this change, Nephrology is no longer available for eReferral Advice Request in the Calgary Zone. Please use Specialist LINK for all Calgary Zone non-urgent specialty advice questions.
 - *Important note:* All other Nephrology facilities in Central, Edmonton and North Zones are active and are receiving eReferral Advice Requests.
- *Called Requesting Provider – Routine* added as a new *Complete Reason* when responding with advice.
- *Clinical Review/Triage Completed* added as a new *Complete Reason* when responding with advice (review required).
- *Screening and Consult* added as new *Appointment Types* when *Appointment Booked* is selected from the Consult Request workflow menu. *Note:* Choosing an appointment type is not mandatory.
- *Information Not Provided by Service* added as a new *Outcome* option when *Complete (T5)* is selected from the Consult Request workflow menu.

Reason for Referral was also added to all Facilitated Access to Specialized Treatment (FAST) generated letters. This will help referring providers identify which referral the update is related to, especially if patients have multiple referrals in progress.

For eReferral support, please go [online](#). If you have any questions, email ehealthsupport@cgi.com or call 1-855-643-8649.

Need eReferral Training Support?

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

Training resources at your fingertips!

For quick reference guides on how to submit eReferral Advice and Consult Requests, go [online](#).

Other eReferral inquiries?

Leave a message at: 1-888-733-3755 or email access.ereferral@ahs.ca