



## NEWS & UPDATES

October 27, 2023

### Alberta Netcare eReferral Changes Implemented October 26, 2023

On the evening of Oct. 26, 2023, some eReferral Advice and/or Consult Request reasons for referral and facilities were disabled for the following specialties:

- Nephrology
- Internal Med – Pulmonary Medicine
- Internal Med – Pulmonary Medicine – IPM
- Internal Med – Pulmonary Medicine (Long COVID/IPOP)
- Internal Med – Cardiology
- Internal Med – Infectious Disease
- Internal Med – Sleep Medicine
- Internal Med (TB Services)
- Oncology – Breast Cancer
- Oncology – Lung Cancer
- Ophthalmology

For more information about these deactivations, refer to this [document](#).

Any Advice Requests for these facilities were responded to before Oct. 26. Consult Requests that were submitted through eReferral and are ongoing will continue to be managed by the specialty through Connect Care or their own Electronic Medical Record (EMR). If you have any questions about your referral, please contact the specialty directly.

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

#### Need eReferral Training Support?

Contact the eHealth Services team at 1-855-643-8649 (Monday – Friday; 8:15 a.m. – 4:30 p.m.) or email [ehealthsupport@cqi.com](mailto:ehealthsupport@cqi.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](mailto:access.ereferral@ahs.ca)