


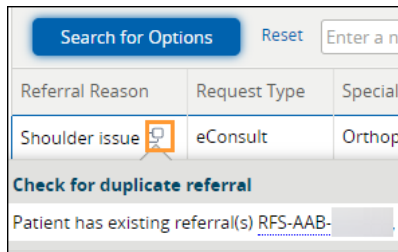
## Create an eConsult

An eConsult (previously called an Advice Request) can be used when clinicians seek specialty advice for a non-urgent question or when they are unsure if a referral would be appropriate. An eConsult is often all you may need to manage your patient in their medical home. Before you submit a request, your [Referring/Referring on Behalf of](#) information must be completed in your My Details.


- 1 From the [Clinical Portal Menu](#), go to [Searches](#). You can search for your patient using their first and last name, their Personal Health Number (PHN), or their Unique Lifetime Identifier (ULI). Press [Search](#) to bring up a list.

- 2 Click the patient from the populated list to open the patient's Electronic Health Record (EHR).
- 3 Click [Create Referrals](#) from the [Context Menu](#).

- 4 Enter a reason in the **Referral Reason** field. You can start typing the reason to see what selections are available.
- 5 Select **eConsult** as the **Request Type**.
- 6 Enter the **Specialty**. You can start typing the name of the specialty to see a list.
- 7 Enter the **Zone(s) Served**. This is the Zone(s) that the specialty provides services to. Some specialties offer services to multiple Zones.
- 8 Enter the **City** if necessary.
- 9 Click **Search for Options** to see a list matching your **Referral Reason** criteria. If the eConsult is a duplicate the **Check for duplicate referral(s)** icon  is shown. If you are unsure of the Referral Reason you can also search by Specialty.
- 10 Hover over the symbol to see the duplicate eConsult. A list of **Drafts**, **In Progress** and **Completed/Cancelled/Declined** eConsults and Referrals are also shown. Check for duplicate Referrals here as well to ensure that a duplicate eConsult doesn't exist in another Zone.



The screenshot shows a search interface with a table of results. At the top, there is a 'Search for Options' button, a 'Reset' link, and an input field 'Enter a name'. The table has three columns: 'Referral Reason', 'Request Type', and 'Specialty'. The first row shows 'Shoulder issue' under 'Referral Reason', 'eConsult' under 'Request Type', and 'Orthopedics' under 'Specialty'. A small square icon with a magnifying glass is next to 'Shoulder issue'. Below the table, there is a section titled 'Check for duplicate referral' with a message: 'Patient has existing referral(s) RFS-AAB-...'.

Referral Reason	Request Type	Specialty
Shoulder issue 	eConsult	Orthopedics

**Check for duplicate referral**

Patient has existing referral(s) [RFS-AAB-...](#)

Create Request

Referral Reason: [Shoulder issue] Search

Request Type: [eConsult] Search

Specialty: [Orthopaedic Surgery] Search

Zone(s) Served: [Calgary] Search

Triage Site: Search

City: Search

Search for Options: [Enter a new favourite search]

Results 1-1

Referral Reason	Request Type	Specialty	Triage Site	City	Clinical Pathways	Approximate Wait Time	Zone(s) Served
Shoulder issue	eConsult	Orthopaedic Surgery	Orthopaedic Surgery - Provincial			5 Calendar Days	Calgary, Central, Edmonton, North, South

Results 1-1

Drafts

No Results Found

In Progress

Request Type/Referral ID	Received Date (T2)	Status/Status Reason	Referral Reason	Priority	Triage Site	External Triage Site	Service Provider	Appointment Date/Time	Accepted Date (T3)	Referring Provider	Elapsed Time/Time To Target	Approx. Wait Time	Flag for Ref
Referral RFS-AAB	10-Jan-2024	Redirected	Dyspepsia	Urgent	Single Hub Access Referral Program (SHAARF) - Adult GI				09-Jan-2024		2 days	90	Y
Referral RFS-AAB	08-Jan-2024	Redirected	Bladder stone		Kaye Edmonton Clinic - Dianne and Irving Kipnes Urology Centre			27-Mar-2024 09:00	10-Jan-2024		4 days	90	Y
Referral RFS-AAB	10-Jan-2024	Waiting for Appointment	Instability of knee		Calgary FAST Orthopaedics CAT		Receiving Provider II		10-Jan-2024		2 days		Y
Referral RFS-AAB	05-Jan-2024	Clerical Triage in Progress	Hip dysplasia		South FAST Orthopaedics CAT						1 week		Y

Results 1-4

Completed/Cancelled/Declined

Request Type/Referral ID	Received Date (T2)	Status/Status Reason	Referral Reason	Priority	Triage Site	External Triage Site	Service Provider	Appointment Date/Time	Accepted Date (T3)	Referring Provider	Elapsed Time/Time To Target	Last Modified/Last Modified By
Referral RFS-AAB	08-Jan-2024	Cancelled	Instability of knee		Calgary FAST Orthopaedics CAT		Receiving Provider I				4 days	10-Jan-2024 / Three Training

- Click the **Clinical Pathway** icon to view detailed information to help support care decisions. If no **Clinical Pathway** icon is showing, it indicates a pathway is not available at this time.
- Click the appropriate **Referral Reason**. Ensure that the **Request Type** field indicates **eConsult**.
- Select **Flag Referral (For Referring Provider use)** if you want to be notified of the eConsult.
- Select the **Received Date (T2) (For Receiving Office use only)**. If you are a not receiving office, leave this blank. It will default to the current date and time. All fields marked with a red asterisk (\*) are mandatory and must be completed to submit an eConsult.

### Orthopaedic Surgery Request for Service

Flag Referral (For Referring Provider use) ☒

Received Date (T2) (For Receiving Office use only) 28-Dec-2023 07:00

**For urgent/time-sensitive help, DO NOT submit a Referral or eConsult. Instead, please call: RAAPID North @ 1-800-282-9911 / 780-735-0811 @ 1-800-661-1700 / 403-944-4486 (Red Deer, and south).**

**eConsult requests are for clinical advice only. For information on an eConsult's status or a patient's appointment please contact the eConsult requests will be responded to within five days.**

- Enter your **Clinical Question**.

16 Select the **Reason**.

17 Enter any **Pertinent Information** that may help the specialist answer your clinical question.

18 Attach any **Relevant Documentation** if applicable (e.g., diagnostic imaging/labs) or link documents that are already available in Alberta Netcare in the **Clinical Document Viewer (CDV) Tree**.

**NOTE:**

Note: To learn more about adding an external document to eReferral from your computer or EMR, visit the [Helpful Resources](#) page.

Request Details

Clinical Question \*

Reason \*

☐ I am unsure if this patient requires a referral

☐ I am seeking advice

☒ Clear

Pertinent Information

Relevant Documentation

Choose a file... Get Netcare Documents + Link a document

File size restricted to 30MB. Multiple files can be uploaded up to a limit of 150MB.

Link to document(s) in the patient's clinical document tree

- To include a document from your computer, select **Choose a file** for external attachments. This will allow you to search on your computer. Single files no larger than 30MB can be attached, and multiple files not exceeding 150MB in total can be added.
- To include a document available in Alberta Netcare, select **Link a document**. A pop-up will open that will allow you to search for the document you want to attach. You can search by **Report Name** or **Category** and dictate the date range to search within.

Get Netcare Documents

Select a favourite search

Report Name Category

Date Range 1 month

Note: If the report you are looking for does not appear in the search results then increase the date range.

Warning: Reports that have a Demographics Mismatch are not accessible through this search and cannot be linked to a referral.

Search Reset Enter a new favourite search

Enter search criteria above and click 'Search'

19 Confirm that the **Referring Provider Information** section is complete with the referring provider's name. The clinic's details will auto-populate from **My Details** (if added) and can be changed if needed.

20 Scroll to the bottom of the page and click **Submit** to send the eConsult. Select **Save as Draft** if the eConsult is incomplete or you want to return to it later. Press **Cancel** if you want to stop completing the eConsult.

Submit Save as Draft Delete Draft Cancel

## Review a Response from the Specialty

When the specialty responds to an eConsult, you can open it in the **My Referrals** dashboard.

- 1 From the **Clinical Portal Menu**, go to **My Referrals**. Click on the **Completed** worklist and filter on **eConsult** as the **Request Type**.
- 2 To view the response, navigate to the **Activity** section on the **Right Panel** of the eConsult. The response can also be viewed at the bottom of the eConsult. The arrow located on the **Summary Bar** can be used to expand/collapse the referral header to see more details.

**Completed** **eConsult** **Shoulder Issue** Orthopaedic Surgery

Triage Site Orthopaedic Surgery - Provincial Submitted 7 months ago eReferral ID: RFS-AAB-067500

Status ReasonContinue Managing Within Your Scope of Practice

Referred ForSubmitted ByeConsultTwenty TRAINING

Flagged for Referrer—

CancelDate—

Orthopaedic Surgery Request for Service

Patient InformationPHN/ULI: 10000-8114 Name: F DOB: 15-Mar-1974

Request Created ForShoulder issue - Orthopaedic Surgery - Provincial

Request Details

Clinical QuestionA good clinical question with with relevant history

ReasonI am seeking advice

Pertinent Information—

Relevant DocumentationNo FilesGet Netcare DocumentsNo documents

The advice provided is based on the information that the requesting provider has submitted. It is one piece of information that contributes to the overall care of the patient. It is the responsibility of the requesting provider to incorporate this information into the broader knowledge of the patient context.

Referring Provider Information

Referring ProviderDr.

Phone Number780 123 4567

Fax Number780 123 4567

Address

Line 1Test Address

Line 21234 Street

CityCalgary

ProvinceAlberta

Postal CodeT6I2C6

**Respond with Advice**

REASON Continue Managing Within Your Scope of Practice

Hide Form

Response Date12-Nov-2024

Set Service ProviderReceiving Provider I

Advice/ResponseAdd advice/response

Attach External Document(s)No Files

Netcare Document(s)No documents

Complete ReasonContinue Managing Within Your Scope of Practice

People

Referrer

Dr.

Service Provider

Receiving Provider I

Linked Referrals

RFS-AAB-067667Kaye Edmonton Clinic - Dianne and Irving Kipnes Urology Centre

REDIRECTED

RFS-AAB-069031Central FAST Orthopaedics CAT

COMPLETED

Show this patient's other referrals

Referral Attachments

There are no attachments for this referral.

Choose a file...

Activity

Show Notes Only

Mark as Reviewed

Last updated by Twenty Six TRAINING on 12-Nov-2024 12:57 PM

**Respond with Advice**

REASON Continue Managing Within Your Scope of Practice

Hide Form

Response Date12-Nov-2024

Set Service ProviderReceiving Provider I

Advice/ResponseAdd advice/response

Attach External Document(s)No Files

Netcare Document(s)No documents

Complete ReasonContinue Managing Within Your Scope of Practice

Last updated by Twenty Six TRAINING on 12-Nov-2024 12:55 PM

**Respond to Receiver**

Hide Form

Comment to ReceiverHere is the missing information.

Attach External Document(s)No Files

Netcare Document(s)No documents

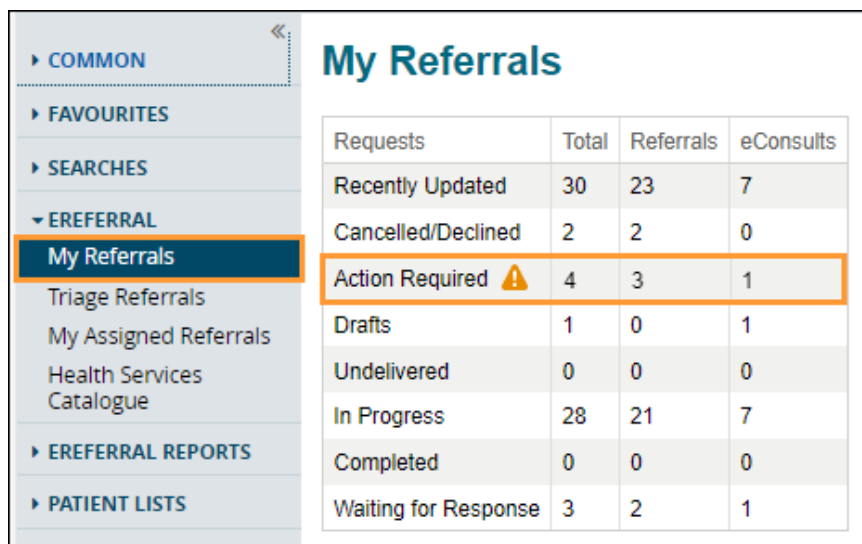
Last updated by Twenty TRAINING on 16-Apr-2024 12:55 PM

- 3 Review the response provided and any attachments.

## Respond to a Request for Additional Information/Action Required

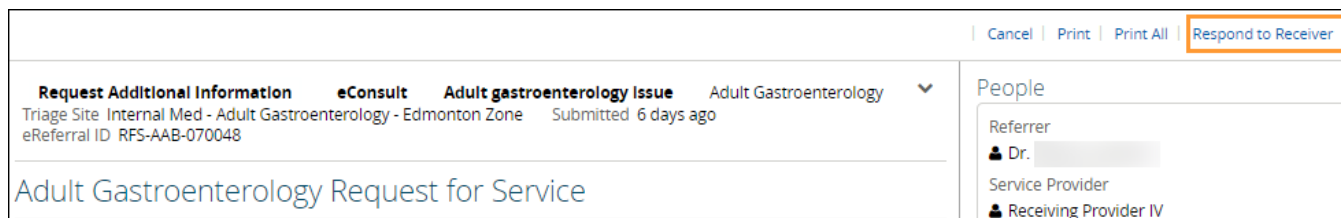
A triage centre or receiving provider may require additional information from you (the referring provider) before they can complete the eConsult. Follow these instructions to add more information:

- 1 From the [Clinical Portal Menu](#), go to [My Referrals](#) and open the [Action Required](#) worklist.

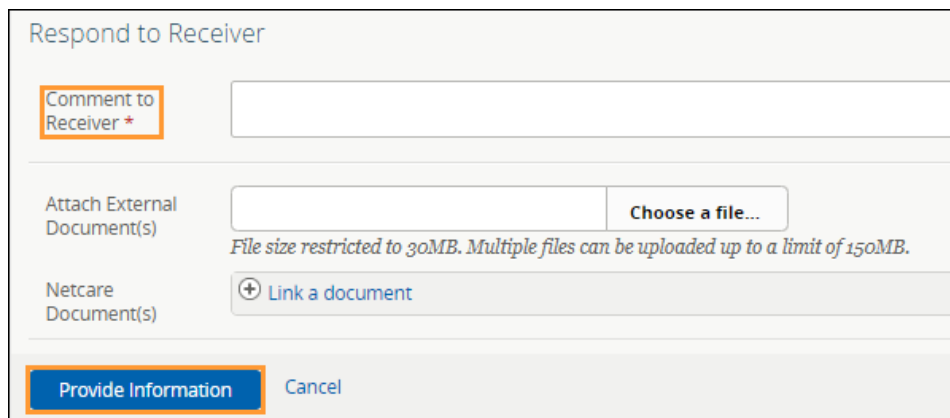


Requests	Total	Referrals	eConsults
Recently Updated	30	23	7
Cancelled/Declined	2	2	0
Action Required ⚠	4	3	1
Drafts	1	0	1
Undelivered	0	0	0
In Progress	28	21	7
Completed	0	0	0
Waiting for Response	3	2	1

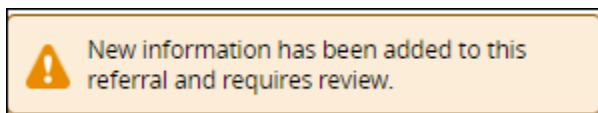
- 2 Select [eConsult](#) for [Request Type](#) and press [Search](#).
- 3 Review the [Activity](#) section located on the [Right Panel](#) of the eConsult and read the question/request from the specialist.
- 4 Click [Respond to Receiver](#) from the [Workflow Bar](#) when you are ready to respond.



- 5 Type your response/additional information into the [Comment to Receiver](#) box, add any attachments and click [Provide Information](#).

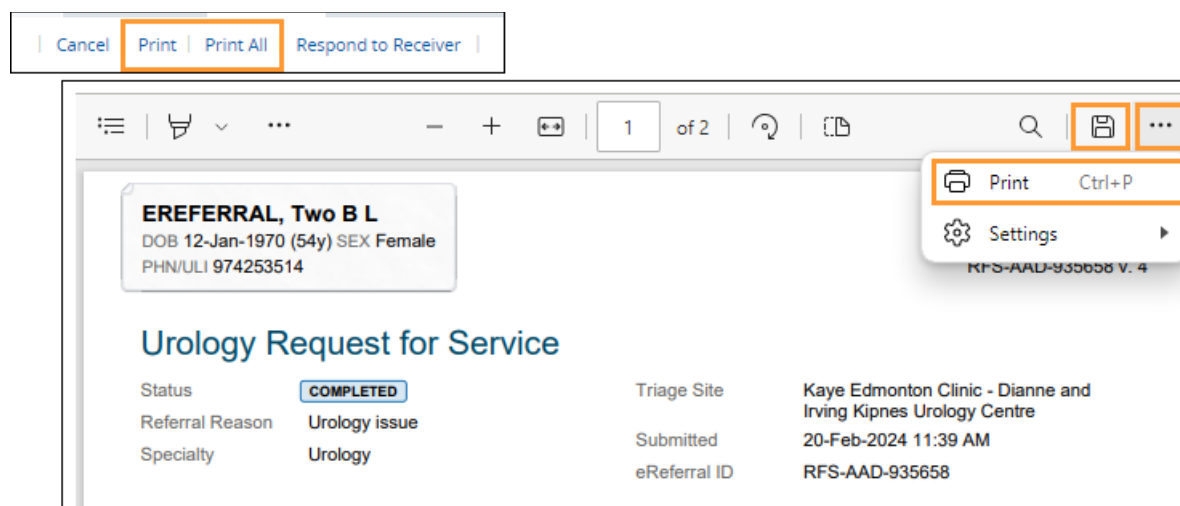


- The eConsult will then be removed from your **Action Required** worklist within the **My Referrals** dashboard.
- For the receiving provider, a panel is displayed at the top of the **Right Panel** with a note identifying that new information has been added to the eConsult.



## Print/Save a Copy of an eConsult

- 1 Locate the eConsult on the **My Referrals** dashboard or **Triage** dashboard and open it. Click **Print** or **Print All**. You can also save the PDF file.



**Print All:** Generates a print-out of the following sections in the following order:

- eConsult Contents – The entire eConsult form will print except for free text fields that are blank.
- Support Documents – This section lists the titles of all the attached documents. This includes external documents attached in the **Right Panel** or within the eConsult. It does not include linked Alberta Netcare documents.
- **Notes** and **Activity** – All the notes (General, Clinical or Clerical) and activity that appear in the **Right Panel**.
- **Referral Attachments** – This section displays copies of all the attached documents. This includes external documents attached in the **Right Panel** or the eConsult. It does not include linked Alberta Netcare documents.

**Print:** Generates a print-out of the following sections in the following order:

- eConsult Contents – See above.
- Support Documents – See above.
- **Notes** – All the notes (General, Clinical or Clerical) that appear in the **Right Panel**.