

---

## The Alberta Referral Directory

The Alberta Referral Directory (ARD) is Alberta Health Services' designated system of record for referral information. The ARD eases the complexities of the referral process by eliminating the need to search, update and publish documents in multiple places throughout the province. The directory is comprised of service and specialist demographics, referral guidelines, referral forms and detailed instructions to facilitate referral acceptance without delay.

## Streamlining the Referral Process

Having referral information in a single source increases the likelihood of sending and receiving appropriate referrals with completed investigations. The ARD can help to reduce workload burden, save time, reduce operating costs and improve patient satisfaction and safety.

## ARD Audiences

The primary ARD users are healthcare providers who send referrals and healthcare providers who receive referrals.

## ARD Profiles

There are two types of ARD profiles - Specialist Profiles and Service Profiles

### Specialist Profiles

The information listed in Specialist Profiles originates from the College of Physicians and Surgeons of Alberta (CPSA) and the Alberta Health Provider Registry. Profiles are updated by specialists and/or their delegates to include:

- Areas of interest
- Site services performed at
- Associated services
- Contact information, languages spoken and notes

### Service Profiles

AHS services that accept referrals are listed in the ARD and originate from Inform Alberta. Private services can also be listed by completing a service request form at [ahs.ca/ard](https://ahs.ca/ard). Service Editors are encouraged to update their profiles to include:

- Referral guidelines: reasons for referral, required tests/ investigations and information
- Referral processes and forms
- Approximate routine wait times and eligibility requirements
- Communication turnaround targets

## Appointment Information

Healthcare providers can print out or email important patient information such as: address, phone, directions, maps, parking information, hours of operation and missed appointment information.

## ARD Background

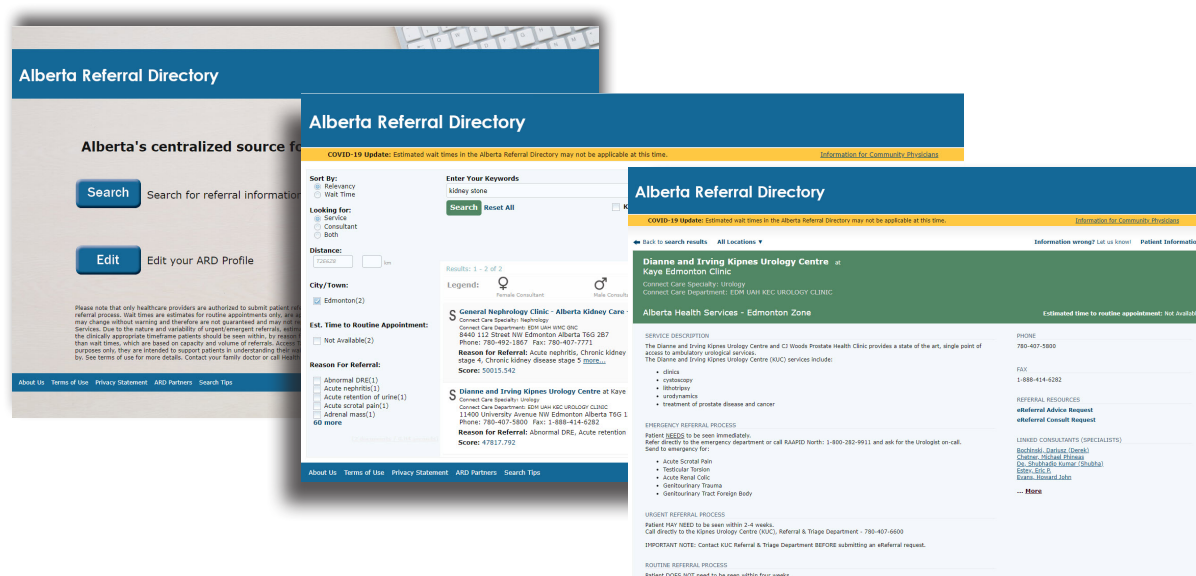
Alberta Health Services, Alberta Health and the Alberta Medical Association developed the ARD in 2010 and it is now administered by Path to Care. This program has dedicated resources to support ongoing ARD user experience enhancements, quality assurance initiatives, education and customer service support.

## Connect Care

Connect Care and the ARD are partnering to ensure that healthcare providers can easily access the ARD when sending referrals. The goal is for providers to have the right decision support resources at their fingertips when making referrals.

## ARD Assistance

- Call us toll free at 1-855-889-8899, Monday – Friday, 8:00 a.m. – 3:00 p.m.
- Email us at [ard@ahs.ca](mailto:ard@ahs.ca)
- Visit [www.ahs/ard](http://www.ahs/ard) for more information and resources



# AlbertaReferralDirectory.ca