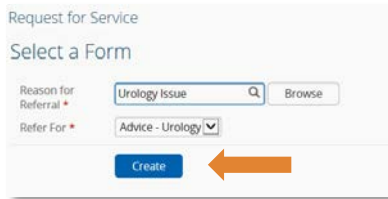



### HOW TO CREATE AN ADVICE REQUEST

1. Configure your *My Details*. Go to the *Common* folder in the top left-hand column on your *Homepage*. Click **MY DETAILS** and ensure your demographic information is correct.
2. Search for your patient. Open their record and click **CREATE REFERRALS**.
3. Enter a reason in the *Reason for Referral* field. Under *Refer For*, choose *Advice*. Click **CREATE**.



4. Complete the *"Why are you sending this advice request?"* section.
  5. Under *Recipient*, click **ADD** to determine where to send the Advice Request to.
  6. In the *Advice Request Conversation* section, click **ADD** to input yourself (the referring provider) as the respondent of the entry.
- 
7. Use the first conversation entry box to describe your question. Include any external attachments, Alberta Netcare reports or lab results.
  8. Confirm information in the *Referring Provider Information* section is correct. To configure this information so it automatically populates, update your *My Details*.
  9. Scroll to the bottom of the page and click **SUBMIT**. All entries marked with a (\*) are mandatory and must be completed to successfully submit an Advice Request.

For more Advice Request Quick References, go to: [albertanetcare.ca/LearningCentre/eReferral-Quick-Reference.htm](http://albertanetcare.ca/LearningCentre/eReferral-Quick-Reference.htm)

**What is eReferral Advice Request?** Advice Request allows physicians and clinical support staff to submit non-urgent questions to a specialist through Alberta Netcare and receive a response within five (5) calendar days. In some cases, an Advice Request is all you need to avoid an in-person specialist appointment and continue managing your patient in their medical home.

**DO NOT** send emergent referrals through eReferral. If your matter is of a more urgent nature, contact RAAPID: RAAPID North (for patients north of Red Deer, AB): 1-800-282-9911 (Canada ONLY) or 780-735-0811; RAAPID South (for patients in and south of Red Deer, AB): 1-800-661-1700 (Canada ONLY) or 403-944-4486.

For a current list of specialties accepting Advice Requests, go to: [albertanetcare.ca/eReferral.htm](http://albertanetcare.ca/eReferral.htm)

**I've submitted an Advice Request. Where can I check the status of it?** Click **eREFERRAL** from the menu bar located on the left-hand side of your screen. Click **MY REFERRALS** and then **IN PROGRESS**. Select *Advice* and then **SEARCH** to generate a list of Advice Requests. Set a reminder in your calendar or EMR to check on the status of the Advice Request, or set up your *Provider Notifications* to receive an email when a response has been submitted. To set up your Provider Notifications, visit the *Provider Notifications Portal* at [albertanetcare.ca/1301.htm](http://albertanetcare.ca/1301.htm)

**How do I review the specialist's response to my Advice Request?** Click **eREFERRAL** from the menu bar located on the left-hand side of your screen. Click **MY REFERRALS** and then **COMPLETED**. Select *Advice* for *Request Type* and then click **SEARCH**. Select the Advice Request and review the response from the specialist in the *Advice Request Conversation* area.

**Can I bill for eReferral Advice Request?** Referring providers can bill using (eConsult 03.01R) - \$33.28.

**I don't use Alberta Netcare often. Can I use other EMRs and upload a request to eReferral Advice Request?** Yes. Fill out the request in your EMR, print to PDF and attach it within eReferral. Go to [albertanetcare.ca/TelusHealthNewTemplates.htm](http://albertanetcare.ca/TelusHealthNewTemplates.htm) to use the new referral templates (available in Healthquest, TELUS Med Access, TELUS PS Suite, TELUS Wolf and QHR Accuro) and submit them through eReferral.

### Support & Training

If you require Alberta Netcare access, contact eHealth Netcare Support Services at [ehealthsupport@cgi.com](mailto:ehealthsupport@cgi.com) or call 1-855-643-8649.

**Is there more training available?** Yes! For more information go to: [albertanetcare.ca/eReferral.htm](http://albertanetcare.ca/eReferral.htm) or visit the Alberta Netcare Learning Centre at [albertanetcare.ca/learningcentre/eReferral.htm](http://albertanetcare.ca/learningcentre/eReferral.htm)