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

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

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 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 or call 1-855-643-8649.

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