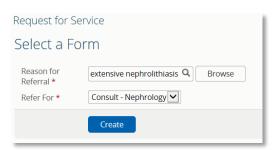
# eReferral 1 4 1

## **CONSULT REQUEST**

### Referring Provider - FAQ

#### **HOW TO CREATE A CONSULT REQUEST**

- 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.
- Search for your patient. Open their record and click CREATE REFERRALS.
- Enter a reason in the Reason for Referral field. Under Refer For, choose Consult. Click CREATE.



- 4. Review all Exclusions.
- 5. Complete "Who has been informed?" and Patient Details, including Additional Information and Special Considerations.
- Under Referral Destination, click ADD beside Send To to choose a facility to send the Consult Request to.
- Complete the Referral Details and Referral Requirements sections. Add any external documents or Alberta Netcare documents.
- Confirm information in the Providers section is correct. To configure this information so it automatically populates, update your My Details.
- Scroll to the bottom of the page and click SUBMIT. All entries marked with a (\*) are mandatory and must be completed to successfully submit a Consult Request.

For more Consult Request Quick References, go to:

albertanetcare.ca/LearningCentre/eReferral-Quick-Reference.htm What is eReferral Consult Request? A Consult Request allows physicians and clinical support staff to submit a referral or a request for an inperson appointment with a specialist. With a Consult Request, a referring provider can see approximate wait times for each specialty, and choose a "Next Available" appointment with any specialist in their Zone.

**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 Consult Requests, go to: albertanetcare.ca/eReferral.htm

I've submitted a Consult 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 Consult and then click SEARCH to generate a list of Consult Requests. Select the Consult Request and review the Status, Notes, Events and Activities. Set a reminder in your calendar or EMR to check on the status of the Consult Request or set up your Provider Notifications to receive an email when any activity occurs on the request. To set up your Provider Notifications, visit the Provider Notifications Portal at albertanetcare.ca/1301.htm

I've been asked to provide more information to my Consult Request. How do I do that? Click eREFERRAL from the menu bar located on the left-hand side of your screen. Click MY REFERRALS and then ACTION REQUIRED. Select Consult for Request Type and click SEARCH. Click the appropriate Consult Request from the list. Click EDIT from the top task bar and scroll to the section you will update/provide information. When editing is complete, go to the bottom of the page. Click SAVE. A pop-up window will ask you to select YES to submit to specialty for review. Then click SAVE. From the Workflow menu, click PROVIDE INFORMATION.

Can I attach a referral form from a different EMR to eReferral? Yes. For instructions for different EMRs, go to: albertanetcare.ca/1285.htm

#### **Support & Training**

If you require Alberta Netcare access, contact ehealthsupport@cgi.com or call 1-855-643-8649. For more information go to: albertanetcare.ca/eReferral.htm or visit the Learning Centre: albertanetcare.ca/learningcentre/eReferral.htm for eReferral Quick References and e-training videos.