

HOW TO CREATE A CONSULT 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 *Consult*. Click **CREATE**.

Request for Service

Select a Form

Reason for Referral * extensive nephrolithiasis [Search] Browse

Refer For * Consult - Nephrology [Dropdown]

Create

4. Review all *Exclusions*.
5. Complete "*Who has been informed?*" and *Patient Details*, including *Additional Information* and *Special Considerations*.
6. Under *Referral Destination*, click **ADD** beside *Send To* to choose a facility to send the Consult Request to.
7. Complete the *Referral Details* and *Referral Requirements* sections. Add any external documents or Alberta Netcare documents.
8. Confirm information in the *Providers* 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 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 in-person 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 (TO RECEIVER)**. Enter a *Comment to Receiver* as applicable. 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 ehhealthsupport@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.