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## 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 consultant 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 work load 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 - Consultant Profiles and Service Profiles

### Consultant Profiles

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

- Areas of specialty
- 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-facing service 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 at us at [ard@ahs.ca](mailto:ard@ahs.ca).
- An ARD Service Editor e-Learning Module is located on MyLearningLink on Insite
- An ARD End User e-Learning Module is located on [ahs.ca/ard](http://ahs.ca/ard)
- Service Editor and Consultant User Guides are available on Insite by searching ARD

The image displays three overlapping screenshots of the Alberta Referral Directory (ARD) website. The leftmost screenshot shows the 'Search' and 'Edit' buttons. The middle screenshot shows a search results page for 'kidney stone' with details for 'General Nephrology Clinic - Alberta Kidney Care - North at UH'. The rightmost screenshot shows a detailed view of the 'Dianne and Irving Kipnes Urology Centre' at 'Kaye Edmonton Clinic'.

# AlbertaReferralDirectory.ca

**Edit** content by registering to be a Service Editor or Consultant

**Search** and **View** content - without logging in