

# The Alberta Referral Directory (ARD)

## Program Overview

# Alberta Referral Directory

The Alberta Referral Directory (ARD) is an online directory that centralizes referral information for specialty care options across Alberta.

Alberta Health, Alberta Health Services (AHS), and the Alberta Medical Association created the ARD in 2010 to ease the complexities of the referral process.

Path to Care manages, maintains and implements ongoing ARD improvements to enhance the user experience. For more information on Path to Care, visit [ahs.ca/pathtocare](https://ahs.ca/pathtocare) or search Path to Care on insite.



# Content

- There are two types of profiles in the ARD:
  - **Service profiles** are comprised of clinics and services that accept referrals for specialty care. They contain clinic information, referral guidelines, referral forms, patient wayfinding information and detailed instructions to facilitate referral acceptance without delay.
  - **Consultant profiles** contain important information about consulting specialists who accept referrals. They are/will be linked to the services where they practice.



# The Central Source

- The ARD is Alberta Health Services' and Connect Cares' designated source of record for referral information.
- The ARD is the landing page where all referral decision support resources can be compiled in one place for Albertans and primary cares' awareness e.g. clinical pathways, Specialist Link, Connect MD, RAPPID, Connect Care Portal, eReferral advise/consult links, etc.



# Access



**Access at: [AlbertaReferralDirectory.ca](https://albertareferraldirectory.ca)**

A password is not required to search and view content

# Key Features

- Use the ARD referral guidelines, processes and forms
- View approximate wait times and eligibility requirements
- Check out service communication turnaround targets
- Forward patient maps, directions, parking information, hours of operation and missed appointment guidelines

**Search by reason for referral,  
wait time, location and more**



# Audiences



**Specialty care** uses the ARD to articulate and streamline their referral process and requirements to ensure complete and appropriate referrals are received the first time.



**Primary Care** and other referring providers use the ARD to match their patients with the best and appropriate care options for them and to understand what information and investigations to include with their referral submissions.



**Albertans** search and view the referral information in the ARD to understand their specialty care options, facilitate conversations with their primary care physician, empower them to be a part of their care team and participate in their own care decisions.

# Benefits

**Improved communication, collaboration, and transparency between primary care, specialty care and patients, resulting in improved patient safety and experience.**

## Specialty Care



- Likelihood of receiving appropriate referrals with completed investigations is high; reducing clerical and clinical triaging workload.
- Patient appointment and wayfinding information is available; improving patient preparedness and appointment attendance.
- Patient and primary care referral inquiries are decreased; reducing workload burden and operating costs.

## Referring Providers



- Care options are published and searchable; supporting shared decision making with patients.
- How to send complete and appropriate referrals is known; facilitating referral acceptance without delay; saving valuable time and improving provider satisfaction.

## Albertans



- Referral information is accessible and searchable; empowering patients to be a part of their own care team.
- Estimated routine wait times are known; improving transparency.
- Communication processes are published; diminishing the “referral black-hole” perception.

# Analytics and Tracking



**3,857** service profiles



**3,270** consultant profiles



**89 %** of service profiles  
are optimized

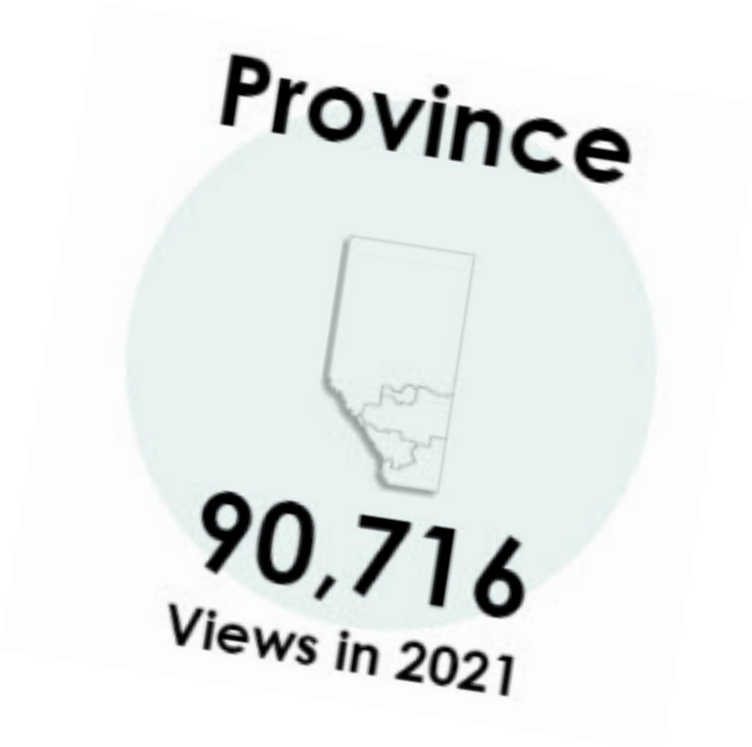


**66 %** of consultant  
profiles are linked to  
service profiles

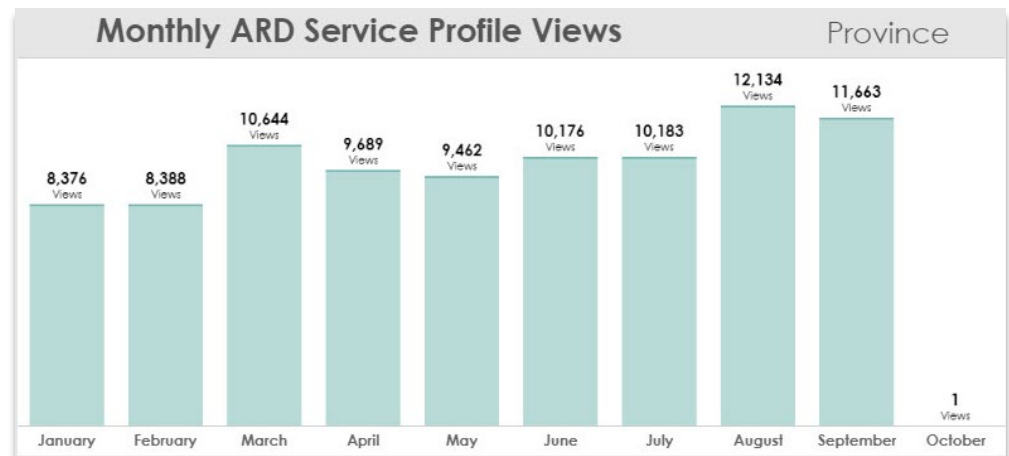


Connected with **75%** of primary care clinics (with  
5+ physicians) to show them how to use the ARD

# Monthly Service Profile Views



Annual ARD Service Profile Views				
	2018	2019	2020	2021
Province	46,680	87,895	85,269	90,716
Calgary	24,938	39,890	40,772	45,074
Central	1,537	2,576	2,248	2,931
Edmonton	8,816	24,002	27,325	29,317
North	566	2,918	2,681	4,508
South	1,827	3,057	2,202	2,323
Unknown	8,996	15,452	10,041	6,563



# Search Tips and Tricks

Make it easier for providers to search and find your service in the ARD. Simply email [ard@ahs.ca](mailto:ard@ahs.ca) with words/phrases that are often used to describe your service. These will be added to the search engine.

If you are not getting your expected search results try entering the following:

- synonyms
- alternate spelling
- related areas pertaining to the service

Review the Search Tips document located on the bottom of the ARD website to find helpful search tips, to streamline search results and to find consultant or service profiles.



# Endorsements

“This system has been very helpful for navigating the different systems within Alberta. We have some patients from rural areas we normally don't refer to and this helps us to navigate the unfamiliar. The instruction of what is required helps to send a complete package and minimize wait times for processing.”  
Rural Alberta Primary Care Clinic

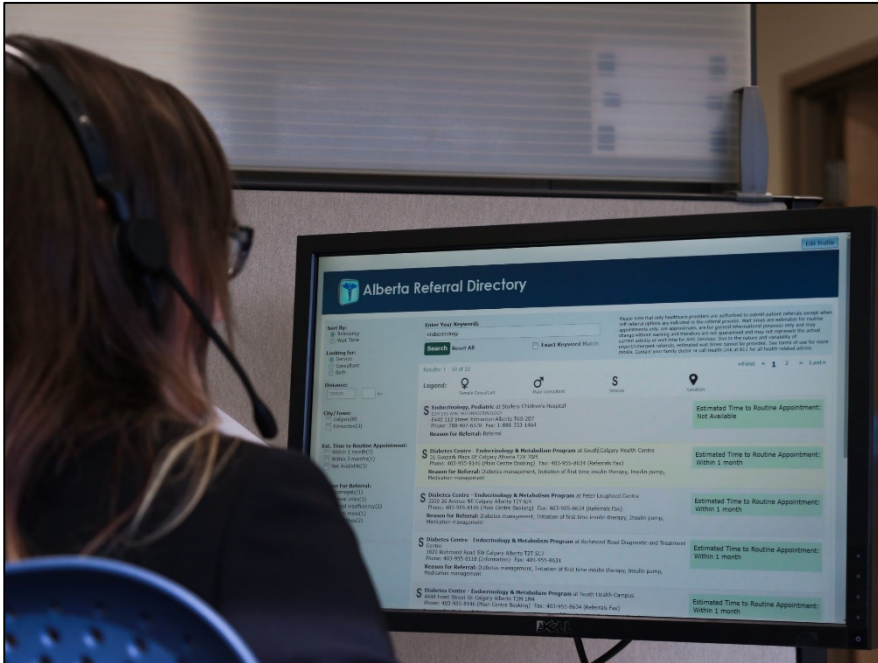
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“I use this when I am not 100% which specialty to use, if we type in the problem it populates the results.” – Clinic Manager, Village Mall Medical Clinic, Central Zone

“We have been utilizing ARD since 2017 and have been able to streamline our referral processes. ARD delivers a single source of referral information that is regularly updated and provides comprehensive information for patients and staff. “  
Rockyview General Hospital Emergency Department  
Calgary Zone

# Helpdesk



- Email: [ard@ahs.ca](mailto:ard@ahs.ca)
- Call toll free: 1-855-889-8899
- Website: [Ahs.ca/ard](https://ahs.ca/ard)
- Search ARD on insite

The helpdesk hours of operation are between 8:00 a.m. – 3:00 p.m. Monday to Friday, excluding statutory holidays.