

# eReferral

## USER BENEFITS

Alberta Netcare eReferral was developed by clinicians, for clinicians. We're working hard to automate referrals so you can save time, find more information about scheduled services, and get back to your patients.



### PROMOTE PATIENT SAFETY

- eReferral offers secure delivery and confirmation of referral receipt
- Strengthen transparent care transitions and coordination of multidisciplinary teams with a common provincial platform

### REDUCE PATIENT WAIT TIMES

- Send your referral to an appropriate provider the first time
- Avoid unnecessary referrals with an Advice Request
- View which providers are accepting referrals with a Consult Request
- eReferrals are easier to triage because they have the right information
- Note special considerations that require expedition
- Communicate approximate wait times to ease patient stress
- Improve consultation efficiency with defined reasons for referral and referral requirements

### ENABLE PATIENT CHOICE

- Offer your patients the ability to choose service provider and location by approximate wait time and which provider sees that reason for referral

### ENJOY FLEXIBLE WORKFLOW

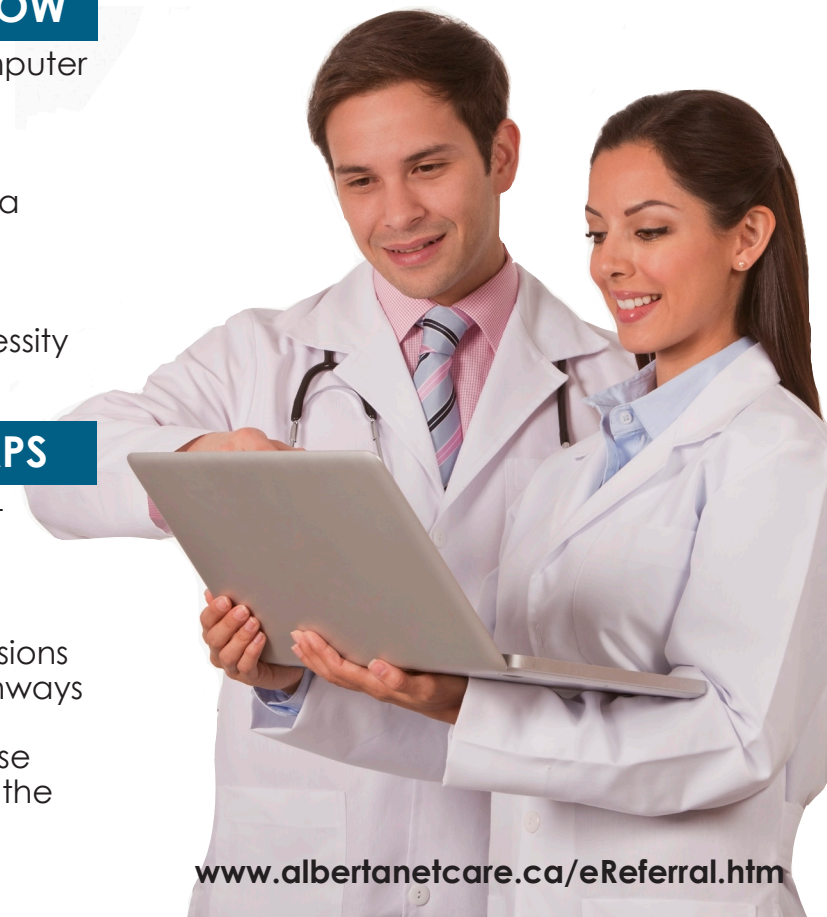
- Triage eReferrals from any computer with Alberta Netcare access
- Share eReferral management between multiple members of a care team
- Confirm eReferral receipt electronically, eliminating necessity of fax confirmation

### CLOSE KNOWLEDGE GAPS

- Use Advice Requests to support your working knowledge and co-management of conditions
- Make appropriate referral decisions with the support of clinical pathways
- Capture eReferral data to advise education and support care in the medical home

### KEEP CONSISTENT STANDARDS

- Reduce practice variation with standardized referral requirements
- Enforce consistent process expectations with a standard eReferral form



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## PROGRAM FEATURES

### VIEW HISTORY

View history of referrals already in progress and those that have been completed

### SAVE DRAFTS

Save work promptly for completion by any delegated team member

### UP-TO-DATE TRACKING

Instantly track and communicate referral status as it is received, triaged and booked

### DELEGATE AUTHORITY

Care teams can easily delegate authority to create, send and track referrals

### EASILY ACCESSIBLE

Launch through Alberta Netcare Portal or EMR parameter launch browser

Search terms are easily identified and can be used to funnel results

Often-used search terms can be saved for future use

### Health Services Catalogue

Select a favourite search ▼

Provider

Specialty


Reason for Referral

Facility

Request Type ☐ Advice ☐ Consult

City

Zone ☐ North ☐ Edmonton ☐ Central ☐ Calgary ☐ South

Reason for Referral	Specialty	Request Type	Clinical Pathway	Facility	City	Zone	Provider	Approx. Wait Time (Until 1st Appt./Advice Response)	Accepting New Referrals
Diabetes	<a href="#">Internal Med - Endocrinology</a>	Advice		Internal Med - Endocrinology - Calgary Zone	Calgary		Next Available	5 calendar days	Yes

Items can be sorted by any heading

Search results are service-matched by reason for referral

Wait times and referral acceptance information are available for every receiving provider

### PICK A REQUEST

Choose to send an Advice Request or Consult Request

### FILL THE GAPS

Confidently send referrals that have defined referral requirements

### LEVERAGE INFORMATION

Conveniently access and attach Alberta Netcare demographics, labs, diagnostic imaging and EMR generated referrals