

The Alberta Referral Directory

The Alberta Referral Directory (ARD) was developed through a partnership with the Alberta Medical Association, Alberta Health and Alberta Health Services to ease the complexities of the referral process.

The ARD is an online database comprised of comprehensive referral information and consultant demographics. The ARD centralizes up-to-date referral information across the province avoiding the need to search and publish documents in multiple places.

Streamlining the Referral Process

Having referral information in a single source increases the likelihood of sending and receiving appropriate referrals with completed investigations, the first time. 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

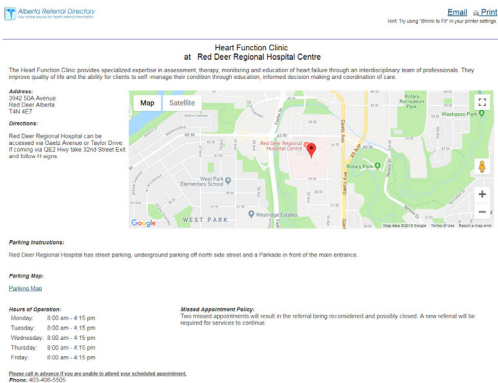
Service Profiles

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. 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

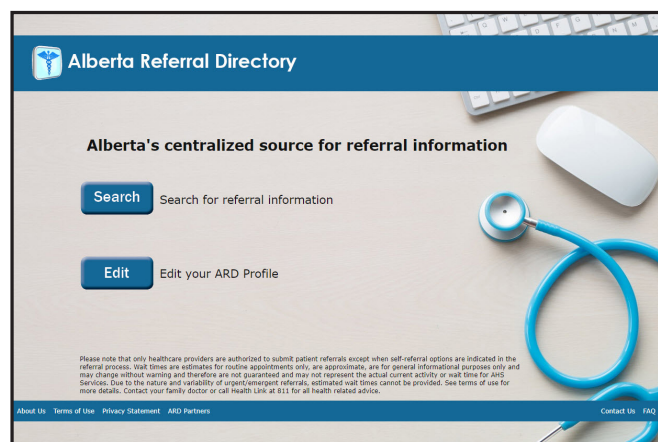
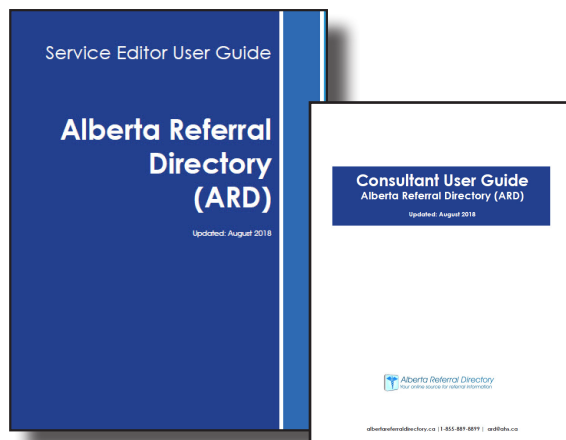
Healthcare providers can print out or email important patient-facing service information. Keeping the patient informed means less time spent answering phone calls and patients who are prepared for their appointments.



- Directions and Maps
- Parking Information
- Hours of Operation
- Telephone and Fax number
- Missed Appointment Information

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.
- 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
- Service Editor and Consultant User Guides are available on Insite by searching ARD



albertareferraldirectory.ca

Edit content by registering to be a Service Editor or Consultant

New: Search and View content - without logging in