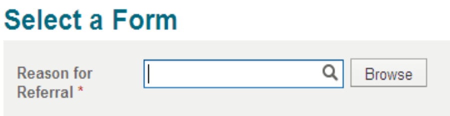
Advice Request
Referring Provider - FAQ

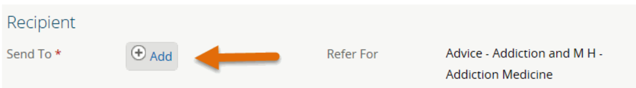
HOW TO CREATE A REQUEST FOR ADVICE

1. Before you send your first Advice Request, fill in MY DETAILS (under COMMON in the left menu bar) with your name and address at the bottom.
2. SEARCH FOR A PATIENT and select patient. Click CREATE REFERRALS icon.

3. Enter or search for a REASON FOR REFERRAL.



4. Select ADVICE from drop down menu and click CREATE.
5. Click ADD to choose where to send the Advice Request to.



6. Fill in the form including adding RESPONDENT'S NAME and adding a CONVERSATION ENTRY. Items marked with an asterisk (*) are mandatory fields.
7. At the bottom of the form, choose to SUBMIT a complete referral or SAVE AS DRAFT for further review.

8. Remember to set a task in your EMR to check on the status of your request in one week. Check MY REFERRALS (under eREFERRAL in the left menu bar) to see the status of the referral.
9. Once completed, review then print the request and response to PDF and upload into your EMR.

For detailed instructions or more information go to ALBERTANETCARE.CA/eREFERRAL.HTM

What is eReferral Advice Request? Advice Requests allow physicians to submit non-urgent questions to a specialist and receive a response within five calendar days. This system also supports caring for the patient in the community instead of them travelling for an appointment.

What specialties are accepting Advice Requests? You can view specialties accepting Advice Requests online at ALBERTANETCARE.CA/eREFERRAL.HTM > Complete List of Specialties and Reasons for Referrals (PDF). *Remember*, all urgent referrals or questions should include a call to a specialist and should not be sent through eReferral.

How do I know if a new specialty has been added? We are always onboarding new specialties and will send an email to all eReferral users when new specialties have been added. Go to MY DETAILS (under COMMON in the left menu bar) to check your email address and update it if you need to. *Note:* There will also be information about new specialties added on the eReferral website at ALBERTANETCARE.CA/eREFERRAL.HTM

Does the request have to be submitted by the physician? Physician clinic support staff can submit and track a request on a physician's behalf. You may enter your question directly into eReferral, or fill out the request in your EMR, print to PDF, and attach it within eReferral.

I've submitted an Advice Request. Where can I check the status of it? Once submitted, the referring provider is expected to check back within seven (7) days, as there is no notification that a response has been given. To check on the status of your request, enter your details into MY DETAILS (under COMMON in the left menu bar) including your name and address. This will then auto populate your requests and allow you to check on the status of your request on the MY REFERRALS dashboard.

Can I bill for eReferral Advice Request? Referring providers can bill using (eConsult 03.01R). Responding providers can also bill for Advice Request (eConsult03.01O).

How will eReferral integrate with Connect Care? We are working with Connect Care to determine how and when the clinical content and functionality will be lifted and shifted from eReferral into Connect Care. We will share more information when we have it.

SUPPORT & TRAINING

How do I know if I have eReferral? If you have Alberta Netcare, you have eReferral. If you require Alberta Netcare access, contact EHEALTHSUPPORT@CGI.COM or call 1-855-643-8649.

Is there more training available? Yes! Go to ALBERTANETCARE.CA/eREFERRAL.HTM for more information or visit the Alberta Netcare Learning Centre (ALBERTANETCARE.CA/LEARNINGCENTRE/eREFERRAL.HTM) for eReferral Quick References or eDemos. To sign up for a webinar or for a personalized training session, contact EHEALTHSUPPORT@CGI.COM or call 1-855-643-8649.

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