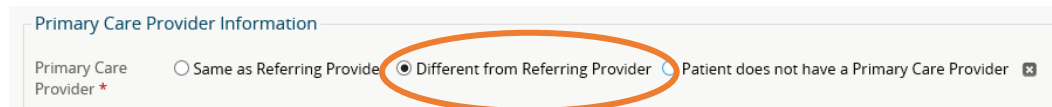


Provincial Provider Registry Search Issue Proposed Workaround Solution

October 27, 2021

An issue within Alberta Netcare eReferral has been identified that is affecting how users enter information into the Consult Request standard form if the primary care provider is different than the referring provider.

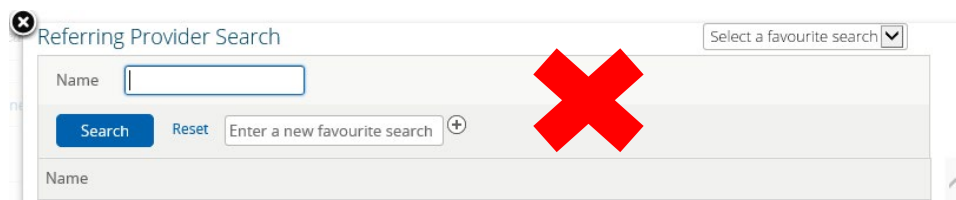
At present, some users who have pressed the *Different from Referring Provider* radio button under the *Primary Care Provider Information* section on the standard Consult Request form are not able to search for providers using the Provincial Provider Registry search field.



Primary Care Provider Information

Primary Care Provider * Same as Referring Provider Different from Referring Provider Patient does not have a Primary Care Provider

While a user can press the *Add* button next to *Primary Care Provider*, they will be unable to search and/or select other providers.

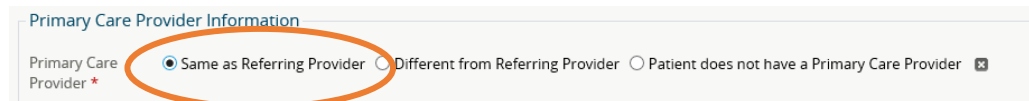


Referring Provider Search

Suggested Workaround Solution

If you are submitting a Consult Request for a primary care provider who is different than the referring provider, please follow these steps:

1. Under *Primary Care Provider*, select the *Same as Referring Provider*.



Primary Care Provider Information

Primary Care Provider * Same as Referring Provider Different from Referring Provider Patient does not have a Primary Care Provider

2. Go up to the *General Information* section. Under *Comments*, enter the name of the referring provider you submitting this referral on behalf of.



Reasons for Referral

For a current list of the Advice & Consult Request reasons for referral, go [online](#)



Training & Support

Need eReferral help? Contact eHealth Netcare Support Services at 1-855-643-8649 or email ehhealthsupport@cgj.com

For quick references, visit the [Alberta Netcare Learning Centre](#)



More Information

For more information about eReferral, visit us [online](#)

Comments

Please enter any additional comments or special considerations

Comments

The primary care provider for this referral is Dr. John Doe. Fax: 403-555-1234

Note: Any comments entered above will be viewable by Alberta Netcare Portal users.

3. Complete the rest of the fields and press submit as normal.

If you have any questions about this issue or need assistance, please email access.ereferral@ahs.ca. A member of the Alberta Health Services Access Improvement team will help you.

Please note: An estimated time for fixing this issue has not been identified, but users will receive communication with more information shortly.



Get in Touch

For more information about eReferral, visit us [online](#)

For inquiries or questions, email access.ereferral@ahs.ca or call 1-888-733-3755 (This is a messaging line. Calls will be returned as soon as possible.)