



NEWS & UPDATES

May 19, 2023

eReferral Updates Implemented May 18

On the evening of May 18, 2023, Family Medicine – Menopause Outpatient Clinic was officially added to Alberta Netcare eReferral and is now accepting non-urgent Advice Requests in the Edmonton Zone.

Other standard Consult Request referral form changes were also made, including:

- When you choose the out of province provider, additional fields will appear allowing you to include their name and contact information. This adds greater referral transparency and ensures contact information is tracked correctly within the referral.
- New selections have been added to the *Submission Method* section. You can now choose *eReferral, Fax rerouted from non-FAST Office, Connect Care, Phone, Fax, or Mail*. These new options ensure the correct submission method is captured.

Teams operating with the Facilitated Access to Specialized Treatment (FAST) program will also see several updates to the letters that can be generated within eReferral. For example, more characters have been added to free-text fields, Referral IDs were added to all FAST letters, and a new Cancelled letter is now available.

For eReferral support, please go [online](#). If you have any questions, email ehealthsupport@cqi.com or call 1-855-643-8649.

Need eReferral Training Support?

Contact the eHealth Netcare Support Services team at 1-855-643-8649 (Monday – Friday; 8:15 a.m. – 4:30 p.m.) or email ehealthsupport@cqi.com

Training resources at your fingertips!

For quick reference guides on how to submit eReferral Advice and Consult Requests, go [online](#).

Other eReferral inquiries?

Leave a message at: 1-888-733-3755 or email access.ereferral@ahs.ca