

What is an eReferral eConsult?

An eConsult (previously called Advice Request) allows physicians and clinical support staff to submit non-urgent questions to a specialist through Alberta Netcare and receive a response within five calendar days. In many cases, an eConsult is all you need to avoid an in-person specialist appointment and continue managing your patient in their medical home.

For urgent matters, DO NOT use eConsult. Call RAAPID:

- **RAAPID North** (for patients north of Red Deer)
1-800-282-9911 (Canada ONLY) or 780-735-0811;
- **RAAPID South** (for patients in and south of Red Deer)
1-800-661-1700 (Canada ONLY) or 403-944-4486.

Are all specialties on eReferral?

No, specialties differ by zone. For a list of specialties accepting eConsults, go to albertanetcare.ca/learningcentre/eReferral.htm.

Where can I check the status of an eConsult I submitted?

Click **eReferral** from the **Clinical Portal Menu** (menu bar located on the left side of screen). Click **My Referrals** and then **In Progress**. Select **eConsult** and then click **Search** to generate a list of eConsults. After submitting an eConsult, it will also be viewable in the patient profile via the **Clinical Document Viewer (CDV) Tree** either in the **Referrals-In Progress** or **Referrals-Completed/Cancelled** categories.

Tip: Set up your [Provider Notifications](#) to receive an email every time a request is submitted or manually set reminders for yourself to check Alberta Netcare eReferral.

How do I review the specialist's response to my eConsult?

Click **eReferral** from the **Clinical Portal Menu** located on the left-hand side of your screen. Click **My Referrals** and filter on **eConsult** and **Completed**. To view the response, navigate to the Activity panel located on the right side of the eConsult.

Can I bill for eConsults?

Yes. Referring providers can use code eConsult 03.01R (\$34.89).

Can I use my EMR to upload a request to eReferral eConsult?

Indirectly, yes. Fill out an eConsult request in your EMR, print to PDF, and attach the document in eReferral.

Where can I access eReferral training or support?

Register for live webinars on the [Netcare Learning Centre](#), find eReferral user guides on the [eReferral Resource Centre](#), and find training and technical support contacts [Contact Us page](#).

Create an eConsult

1. Configure your [My Details](#).
2. Search for your patient. Open their record and click **Create Referrals**.
3. Enter a reason in the **Referral Reason** field. Under **Request Type**, choose **eConsult**. Enter the **Zone(s) Served**. Click **Search for Options**.
4. Click on the result displayed.
5. Fill in all mandatory fields denoted with *.
6. Confirm information in the Referring Provider section is correct.
7. Scroll to the bottom of the page and click **Submit**. All entries marked with a (*) are mandatory and must be completed to successfully submit an eConsult.

More detailed information with regards to submitting an eConsult can be found [here](#).