

### 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.

### How do I know if I need to respond to an eConsult?

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

### Can I link / attach documents when responding to an eConsult?

Yes, you can attach new files, link referrals, and link documents already on Alberta Netcare.

### What if I need more information from the referring provider to answer the eConsult?

Complete steps 5 - 8 on the Response Protocol, then return to the **Workflow bar** and select **Communication – Request Information (from Referrer)**. Click **Add** and type your name to set yourself as the Service Provider. Select the **Reason** for requesting additional information and click **Request Information**. The eConsult will appear on the referring provider's Action Required worklist and the Waiting for Response worklist.

### The referring provider requested additional information from me. How do I respond?

If additional information or clarity is needed from you (the responding provider), it will appear on your Action Required worklist within the Triage Referrals dashboard. Click **Action Required** and select the eConsult. Review the additional question or response in the right Activity panel. Follow the same steps (5-8) for responding to an eConsult.

### How do I review eConsult responses composed by another specialist prior to submitting back to the referring provider?

Go to the **Triage Referrals** dashboard and click **Triage**. Filter for **eConsults** that has the Status Reason as **Response in Progress**. Open the request and click the **Workflow bar** and select **Advice – Respond with Advice**.

### Can I use a speech-to-text device to answer an eConsult?

Some physicians use Dragon Naturally Speaking software to dictate a response into an eConsult.

### Can I turn off eConsults when I go away?

Yes. You must contact [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) at least two weeks before leaving to route eConsults to another responding physician.

### How do I bill for an eConsult?

Responding providers can bill using eConsult 03.01O (\$68.82).

## Response Protocol

1. Configure your [My Details](#).
2. Select **Triage Referrals**.
3. Click on **Triage** to open the Triage Worklist.
4. Select **eConsult** as the **Request Type** section. Click **Search** to filter the list and then click on the eConsult to view it.
5. To respond to an eConsult go to **Workflow bar** and select **Communication – Respond with Advice**. If you need another specialist to review your response prior to submitting it back to the referring provider, select **Respond with Advice (Review Required)**.
6. Set yourself as the **Service Provider** if your name is not already there.
7. Type your response to the eConsult in the **Advice/Response** field and include any attachments or link any Alberta Netcare documents.
8. Once your response is complete, choose the appropriate **Complete Reason** from the list and click **Complete** or **Submit for Review** (if you selected Respond with Advice (Review Required) button to complete the request).