

## New eReferral functionality

On Friday, June 28, 2024, Netcare eReferral was upgraded to give referring, receiving, and triage users a modernized user interface, more functionality, and a better user experience.

### What's different?

- Request Type names adhere to the Canada Health Infoway naming standard: *Advice Requests* became *eConsults*, and *Consult Requests* became *Referrals*.
- User interface was updated to:
  - Display at-a-glance referral information in a new expandable section at the top of screen.
  - Display *Activity*, *Linked Referrals* and *Attachments* on new sidebar section at the right of screen.
  - Display workflow categories on redesigned Workflow Bar with smaller drop-down menus.
  - Display workflow actions immediately upon submission of new referral.
- Receiving and Triage users are now able to:
  - Change the *Referral Reason* and/or the *Specialty* without needing to create a new referral.
  - Redirect an existing referral to a different location/facility.
  - Link referrals, delete notes, and add attachments as necessary.
- Referring users are now able to:
  - Submit referrals to the FAST (Facilitated Access to Specialized Treatment) central access program using a simplified search function.
  - Select the patient's preferred provider and location rather than the next available provider.
- New Quick Reference Guides are available at [albertanetcare.ca/learningcentre/eReferral.htm](https://albertanetcare.ca/learningcentre/eReferral.htm).

Consult the [Release Notes](#) for a complete list of changes. IMPORTANT: for best functionality, be sure to clear your browser cache and cookies before using the upgraded eReferral.

### Find training

Referring providers can register for webinars on the [Alberta Netcare Learning Centre](#).

Receiving and Triage users can request training at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca).

#### Learning Resources

Find Quick Reference Guides in the [Learning Centre](#).

#### Supports

For training, technical support, and general inquiries, [Contact Us](#).