

TRANSFORMING ALBERTA'S REFERRAL EXPERIENCE



Path to Care - eReferral is working with clinical services to transform Alberta's referral processes so they are simple, timely and personal for the patient. This referral experience aims to provide patients and providers with the information needed to make decisions about the path to care. Leveraging the reason for the referral, eReferral will answer questions about where care is provided, current wait times and information required for a complete referral. To ensure transparent communication, information will be readily available about the anticipated wait, if an appointment has been booked and whether a letter has been sent following the appointment. eReferral is the first step in the automation of the referral process that will lead to the transformation of Alberta's referral experience.

HOW WILL eReferral MAKE YOUR WORK-DAY BETTER?

"We are so excited to use eReferral. With all the information we need in one place, following up on a referral status will be easy and efficient – no more time-consuming phone calls! Having a clear direction on the investigations to send with the referral will also ensure everyone has the information they need from the start. It is a win, win, win for the patient, the referring provider and the specialist."

Sally Verheyden
Clinic Coordinator, Foothills Primary Care Centre



GETTING READY FOR eReferral

Across the province of Alberta, there are 20 specialty health service sites revving up and getting ready to receive eReferrals at the end of November. Working closely with the Alberta Netcare Deployment Team as well as the eReferral team, each participating site is preparing to make this new system a success.

Sites are collecting data on the referral experience to help evaluate the initiative and provide feedback on the impact to patients and health care staff. As part of the program, receiving sites will liaise with referrers to ensure the necessary patient information is completed along with the referral, thus reducing potential delays in patient care.

ACCESS eReferral THROUGH ALBERTA NETCARE

If you are interested in participating in the eReferral project, you will need to register for access to Alberta Netcare.

For those that are already Alberta Netcare users, there will be one hour Webex training in addition to the self-directed training materials will consist of a training manual and how-to videos, which will be distributed to you in Fall 2013.

For those that have had Alberta Netcare access in the past but your ID has expired, all you need to do is phone the helpdesk to reactivate: 1-877-931-1638. After this you can request refresher training if required. Contact the Deployment Team for refresher training.

For those who have never had access: please contact the Alberta Netcare Deployment Team to start the access and registration process: 1-866-756-2647.

As part of the registration process, you'll learn how to use the variety of valuable information and tools that are part of the Alberta Netcare offering (lab, diagnostic imaging, drug information, event history, and more). Please note that this process can take several months depending on the readiness of the site, so offices outside of AHS trusted sites may not have access to eReferral immediately in November.

If you have questions about the eReferral project, please contact Access Improvement at access.ereferral@albertahealthservices.ca

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Timeline

July to September 2013
eReferral system testing
and clinical planning
with referring sites

September 2013
to October 2013

Clinical stakeholders will
participate in User
Acceptance Testing

November 2013
Training for
limited production rollout
participant groups

November 28, 2013
eReferral Go-Live

December 2013
to March 2014
Implementation
and ongoing training

March 2014
Evaluation

CALL TOLL-FREE

1-866-756-2647

TO ENROLL



NEXT ISSUE:

Providing quality referrals can be tricky for new physicians that can't take advantage of a collegiate network. How will eReferral change this?