

The Northern Alberta Urology Centre (NAUC) has enabled non-urgent advice requests within Alberta Netcare eReferral starting September 22, 2017.

## Frequently Asked Questions

### Why provide advice electronically?

Many of our health services focus on emergent and urgent patients so non urgent patients tend to wait for face to face specialty appointments that they may or may not require.

Advice requests focus on specialists providing advice to physicians for non-urgent questions. They support patients and providers in the community by reducing the time waiting for specialty care and possibly prevent a referral from entering the system. If a face to face consult is required, the referring physician may initiate treatment prior to the appointment so the patient may be better prepared.

### What Urology reasons for referral should be submitted through eReferral Advice Requests?

Advice requests to Urology are for non-urgent questions where you are seeking guidance with the management of a patient's condition or are wondering if a referral is appropriate. For all Advice Requests, select "Urology Issue" as the reason for referral.

### How does it work?

The requesting physician logs into Alberta Netcare, finds their patient, creates an advice request, selects where to send the request, describes the question, attaches any pertinent documents and then submits the request.

The receiving Urologist logs into Alberta Netcare, sees there is a request, responds and attaches any pertinent documents and sends a response back within 5 calendar days. For Urology, if a referral is required, it will be submitted on the referring provider's behalf to the NAUC booking office so there is no need to call for an appointment. NAUC will call your clinic to provide the appointment details.

The requesting physician logs into Alberta Netcare, sees the response on their eReferral My Referrals dashboard, reads the response and can download the response in PDF for their EMR if desired.

The eReferral provider notifications are scheduled to start Fall 2018.

### Can eReferral advice request be billed for?

Advice requests can be billed by the referring physician (\$32.43, eConsult 03.01R) and the responding physician (\$76.27, eConsult 03.01O)

### What other groups currently receive eReferral advice requests?

Advice requests can be submitted to Nephrology, Edmonton MSK (hip and knee joint replacement), Cross Cancer Institute medical and radiation oncology for breast and lung cancer. More groups will start receiving advice requests in December 2017.

For further information about eReferral go to [www.albertanetcare.ca/ereferral.htm](http://www.albertanetcare.ca/ereferral.htm)

To request training or register for an information webinar, email [eHealthSupport@cgi.com](mailto:eHealthSupport@cgi.com)