



It is with great excitement that we announce eReferral's successful launch within the Alberta Netcare Portal on July 14, 2014. eReferral offers Alberta Netcare users the ability to create, submit, track and manage referrals for hip and knee joint replacement, and routine medical/radiation oncology for breast and lung cancer.

eReferral is a key innovation to improve access to health services in Alberta. In the months ahead we will evaluate the limited production rollout and define a path forward to ensure this capability is available to all Albertans across clinical areas.

We offer our appreciation to many, many people whom

over the past few years have supported the development, testing and implementation of eReferral. In addition to the individual members of the Clinical Working Group and UAT volunteers listed on the side bar, we'd also like to thank the Clinical Design teleconference participants, the Path to Care Referral and Wait Time Steering Committee, the Alberta Netcare Team, the Orion Health Team, and the Integrated Clinical Working Group (ICWG).

To clinicians and staff using eReferral in the up and coming months, please share your feedback so we can continue to improve Alberta's referral experience.

The eReferral Team

THANK YOU!

The people listed below were members of the Clinical Working Group and the User Acceptance Testing and were instrumental to the success of eReferral.

- | | |
|-----------------------|---------------------|
| Dr. Allen Ausford | Dr. Tim Kolotylyck |
| Dayna Bender | Heather Linkletter |
| Allison Bichel | Jana Lognon |
| Grace Bole-Campbell | Maureen Lynch |
| Dan Bosman | Andrew MacGillivray |
| Karen Branicki | Caroline Martin |
| Nicky Brooks | Steven Martinello |
| Connie Cager | Sally Maëche |
| Trevor Campbell | Leanne McDonald |
| Mary Campenot | Chelsea Meyers |
| Tanya Christiansen | MaryLou Miechkota |
| Dr. Margaret Churcher | Jackie Milington |
| Dr. John Coppola | Mary Muir |
| Julie Craig | Marcus Norman |
| Michael Craig | Rexhije Ogden |
| Wanda Curzon | Faye Partsch |
| Marilyn Flieger | MarySue Penrod |
| Gail Ganton | Gloria Rodriguez |
| Dr. Bob Glasgow | Erin Rohl |
| Jodi Glassford | Sharon Ruff |
| Christine Gregoire | Vicki Sandford |
| Keith Grunow | Mark Scheffer |
| Jeanne Hantke | Jim Seely |
| Caryn Harris | Dr. Richie Sinha |
| Jo Harris | Jakub Slatnik |
| Krystle Heikkinen | Jane Squire Howden |
| Jennifer Hendricks | Dr. Dave Stewart |
| Dilshad Jina | Nadine Strilchuk |
| Hellen Jung | Bonnie Sullivan |
| Candace Kenyon | Michelle Waltbauer |
| Sharilyn Kmech | Dr. Dennis Wong |

IMPORTANT INFORMATION

Before you can send a referral, you must update your physician details and preferences in **MY DETAILS**. See the **eDemo** link at the bottom of the page for step-by-step instructions.

FIRST REFERRALS



Calgary Foothills Primary Care Center (CFPCN) sends one of the first eReferrals. Celebrating the first anniversary of their new clinic, the entire team is engaged in transforming Alberta's referral experience.

From left to right: Sally Maetche, Jenna Robberstad, Nadia Fua'ad, Dr. Andrew Eddy, Marilyn Kasper, Christine Sasada, Valerie Shale R.N., Carol Hanson, Christina Malata, Joanna Wilson, Dr. Michelle Deyholos, Kamal Mistry, Kayla-Marie Sauter.

Did you know?

The very first eReferral was sent by the Alberta Thoracic Oncology Program in Calgary.



UPCOMING WEBINARS

Join us online to learn more about eReferral and see it in action. Each session takes about an hour.

Date	Time
July 18	8am
July 22	12pm
July 24	7.30am
July 28	12pm
July 31	7.30am

To sign up, contact Access Improvement at access.ereferral@albertahealthservices.ca.

HOW TO PROVIDE FEEDBACK

As with any technological innovation, user feedback is essential to ensure the product's efficiency and friendliness. When we built eReferral, we asked clinicians, administrators and specialists about their needs and how eReferral could best serve them in their work. Now that eReferral is in everyday use, we still need your feedback so that we can continue to improve your experience.

To provide feedback about eReferral, simply follow these steps:

1. From **Homepage**, on the left-side tool bar, click **Enhancement Request**.
2. Select **Create Enhancement Request** from the drop-down option
3. Fill out the form (sections with a red asterisk are required) being sure to **reference eReferral** on the form. Click **Send E-mail** when you are finished.

All feedback responses will be displayed at albertanetcare.ca/eReferral.htm

1 → Homepage 14-Jul, 14:56

2 → Enhancement Request

3 → Send E-mail

* Indicates required field

Alberta Netcare
ELECTRONIC HEALTH RECORD

Alberta Netcare Portal

Suggestion/Enhancement Request

Please do not use this as a means to report bugs/issues or request changes to your access level; instead please contact the helpdesk at 1-877-931-1638.

Please use the form below to provide suggestions for improving Alberta Netcare Portal. Information entered is forwarded to the support team using Netcare Portal's secure messaging facility. Do NOT include any private patient information in your request.

Name:*
E-mail Address:*
Organization:*
Facility:
Department:
Telephone Number:*
Suggestion/Request:* eReferral

Clinical Impact (if any):
Expected Benefit:

Send E-mail

If you want eReferral, you need Alberta Netcare.

CALL TOLL-FREE
1-866-756-2647
TO ENROLL

Alberta Netcare
ELECTRONIC HEALTH RECORD

HOW DOES eReferral AFFECT URGENT CANCER REFERRALS?

CancerControl Alberta is currently reviewing the referral requirements for urgent reasons for referral to medical and radiation oncology for breast and lung cancer. Until this process is

complete, for urgent referrals please continue with your usual referral to specialty practice (i.e. fax).

REFERRAL PROCESS TABLE BY TRIAGE CATEGORY

The following is a list of the referral categories and reasons for referral to medical and radiation oncology for breast and lung cancer. For **urgent referrals** please continue with your usual referral to specialty practice - **fax them in!** For all routine referrals please use eReferral beginning Monday 14th July 2014.

CATEGORY	REASON FOR REFERRAL	TRIAGE CATEGORY	METHOD
ONCOLOGY BREAST CANCER	Superior vena cava obstruction	Urgent	Fax
	Metastases brain	Urgent	Fax
	Metastases bone (symptomatic)	Urgent	Fax
	Lymphangitic carcinomatosis (symptomatic) breast cancer	Urgent	Fax
	Metastases visceral (symptomatic +/- life-threatening) breast cancer	Routine	eReferral
	Locally advanced breast cancer	Routine	eReferral
	Node positive breast cancer	Routine	eReferral
	Node negative breast cancer	Routine	eReferral
	Ductal carcinoma in situ	Routine	eReferral
	Metastases asymptomatic breast cancer	Routine	eReferral
ONCOLOGY LUNG CANCER	Superior vena cava obstruction	Urgent	Fax
	Metastases brain	Urgent	Fax
	Metastases bone (symptomatic)	Urgent	Fax
	Mesothelioma	Routine	eReferral
	Non small cell lung cancer	Routine	eReferral
	Small cell lung cancer	Routine	eReferral
	Thymoma / thymic cancer	Routine	eReferral

FIND provincial referral guidelines for hip and knee joint replacement referrals and lung and breast cancer referrals

- Alberta Hip and Knee Replacement Referral Form albertahealthservices.ca/frm-09884.pdf
- Breast Cancer Referral Guidelines albertahealthservices.ca/ahs-fhc-ptc-referral-requirements-cc-breast.pdf
- Lung Cancer Referral Guidelines albertahealthservices.ca/ahs-fhc-ptc-referral-requirements-cc-lung.pdf

WEB LINKS
 eReferral
 Alberta Netcare
 CFPCN
 CancerControl
 ATOP

Next Issue:
 It's all about the numbers.