eReferral

ALBERTA'S REFERRAL EXPERIENCE

ALBERTA NETCARE
eReferral
WILL ACCEPT ELECTRONIC REFERRALS FOR

→ *BREAST CANCER*
→ *LUNG CANCER*
→ *HIP & KNEE ARTHROPLASTY*
SPRING 2014

The eReferral team has been working to automate referrals within Alberta for the last 2.5 years. Compared to other provinces, Alberta is unique as Alberta Netcare provides a provincial platform to view lab and diagnostic test results, among other things. eReferral within Alberta Netcare capitalizes on this provincial information and has built in standardized provincial referral guidelines, wait times, service matching, extensive reporting, and data standards.

The development of eReferral has included regular meetings with stakeholders from across the province representing various roles within the referral process. These meetings and the scope of eReferral have challenged many of our assumptions about how technology can work to transform Alberta's referral experience and what that experience should be. The launch of eReferral will allow us to test and improve on what we have developed and help Alberta's referral experience to become simple, timely and personal.

Jodi Glassford, Director

HOW WILL *eReferral* IMPACT PATIENT CARE?

"Improvements in the referral/consultation process are key to safe continuity of care of our patients. They are also key to the efficient clinical business of our practices, leaving more time for physicians and staff to spend on direct patient care. Alberta Netcare eReferral will help to further these goals. eReferral provides standardized referral processes and requirements, clear indication of anticipated wait times, and the ability to track the status of our patients' referrals in real time.

Initially, the first phase of eReferral will involve a limited set of consultative services. We will continue to see improvements in the process as more providers become familiar with the use of eReferral and as the scope of this project expands to involve more and more consultation services as well as an integrated solution with our point of care EMR systems."

G. E. (John) Coppola MD CCFP

Family Physician, Primary Care, Calgary Zone Representative - Path to Care, Referral and Wait Times Steering Committee

SCHEDULE AN INFO SESSION FOR YOUR TEAM

Our team is available to visit your location to provide an introduction to eReferral. An info session includes a video introduction, a live demonstration of the program and an opportunity to ask questions specific to your clinic's needs.

Contact Jim Seely at **james.seely@ albertahealthservices.ca** for more information.

WHERE ARE WE NOW?

MAR 4 - Bow Valley PCN, Canmore

MAR 19 - CFPCN CME: Enhancing Your Referral Experience, Calgary

Did you know?
The first phase of eReferral will support approximately 3000 referrals every month.

CHECK OUT OUR WEBSITE

Find updated information about eReferral and lots of other goodies.

eDemos   Quick reference sheets
Newsletter archives   Training environment

Find it all at
www.albertanetcare.ca/eReferral.htm

STANDARD REFERRAL REQUIREMENTS: WHAT'S THE BIG DEAL?

In Alberta, an average family physician office has 250 different referral forms for specialty services. Referrals sent for the same reason to different providers may have substantially different requir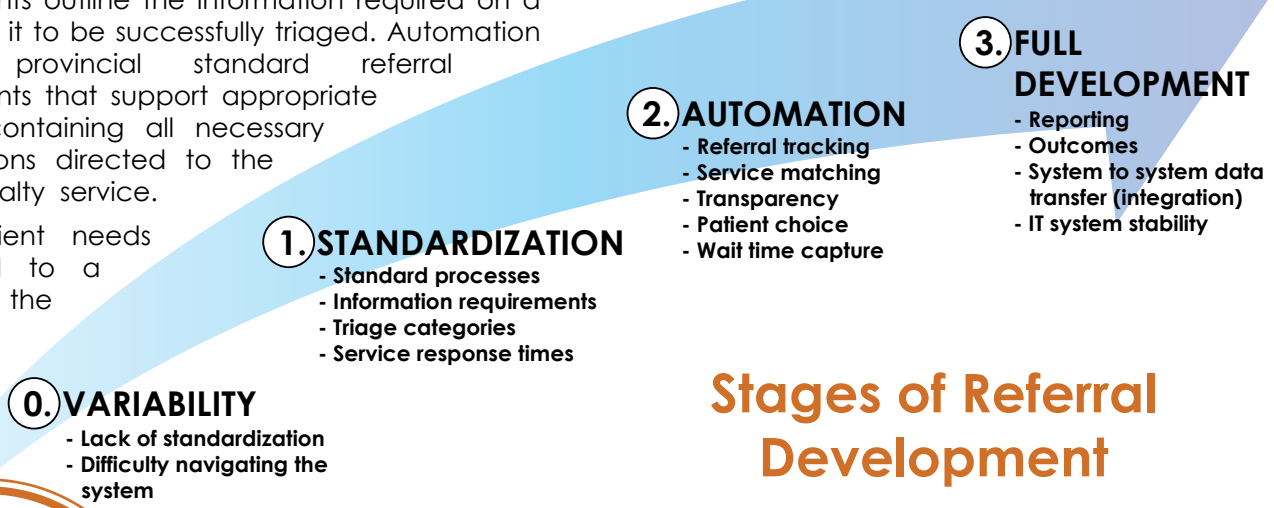ements for acceptance and often there is no easy way to be certain of requirements or processes. Managing referrals in this system can be frustrating and time consuming for the referring physician.

What can we do to improve the referral process? We can develop provincial standard referral requirements to eliminate the guesswork when sending a referral. Alberta needs standard referral requirements which have been developed and agreed upon by services that see the same reasons for referral. These referral requirements outline the information required on a referral for it to be successfully triaged. Automation requires provincial standard referral requirements that support appropriate referrals containing all necessary investigations directed to the right specialty service.

If a patient needs a referral to a specialist, the aim is for the referral to reach the right service with the right information *the first time*. The specialist can then book the appointment according to the patient's needs and make sure the first meeting between the patient and the specialist is productive. Creating provincially standardized referral requirements will help with patient choice and transparency, as the referrer and patient will know that whether they choose a local service or travel elsewhere in Alberta for care, the referral process will remain the same.

If you are interested in taking part in the development of provincial standard referral requirements, the **Alberta Referral Pathways** program has produced a document titled *Alberta's Roadmap to Referral Development* which outlines the process step-by-step. Contact Nicola Brooks (nicola.brooks@albertahealthservices.ca) to discuss further and to receive your copy today.

Stages of Referral Development

3. FULL DEVELOPMENT
- Reporting
- Outcomes
- System to system data transfer (integration)
- IT system stability

2. AUTOMATION
- Referral tracking
- Service matching
- Transparency
- Patient choice
- Wait time capture

1. STANDARDIZATION
- Standard processes
- Information requirements
- Triage categories
- Service response times

0. VARIABILITY
- Lack of standardization
- Difficulty navigating the system

Next Issue:

How can clinics improve the referral process?

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

Alberta
Netcare
ELECTRONIC HEALTH RECORD

UPCOMING WEBINARS

Join us online to learn more about eReferral and see it in action.

Date	Time
March 19	0730-0830
March 20	1200-1300

If you would like to attend a webinar, contact Jim Seely at james.seely@albertahealthservices.ca