

WHAT WE'RE UP TO

The eReferral team has been out and about these past weeks, actively touching base with clinicians and staff for feedback on eReferral. We've reached out to individual clinics to address specific questions, spread the word about Alberta Referral Pathways and how to participate, and discussed the future of referrals at the Family Medicine Showcase.

A highlight of the autumn season was the Alberta Association of Clinic Managers Annual Conference in Canmore. The 4-day conference was a fantastic educational and networking opportunity for clinic managers to understand how their roles could better impact clinic business and outcomes of patient care. Our team members used the opportunity to promote the use of eReferral and engage the conference participants in the discussion of specialized health service navigation.

On November 24, the team will present at the 2014 Accelerating Primary Care Conference in Edmonton on how Alberta Re-



Marilyn Flieger and Annabelle Wong at the Alberta Association of Clinic Managers Annual Conference in Canmore.

feral Pathways and eReferral are transforming Alberta's referral experience. Alberta Referral Pathways and eReferral are sister programs that work with primary and specialty care to create better patient access to health services across the province.

If you are attending the conference, join us for the concurrent session. It will be an interactive, strategic and practical workshop to explore and discuss how primary care can help drive referral system improvement. For more information, contact annabelle.wong@albertahealthservices.ca

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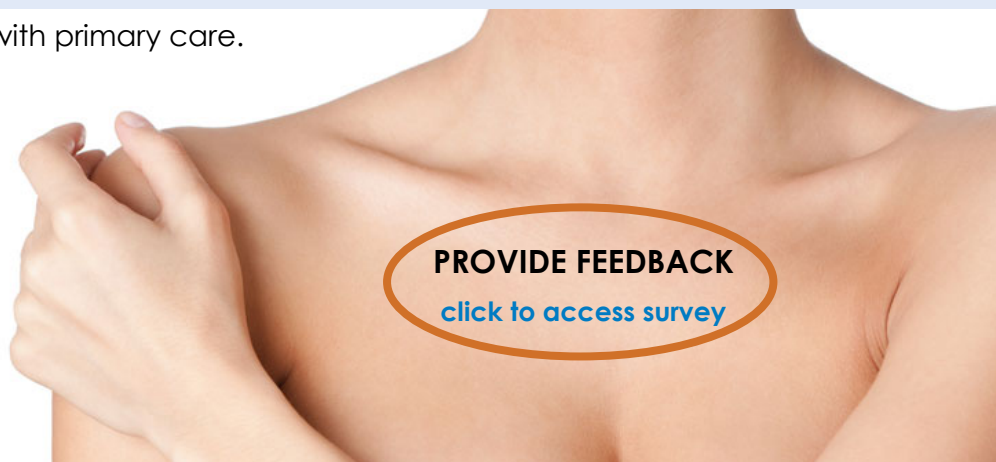
#WeAre eReferral

eReferral tips and tricks to streamline your referral experience

STANDARDIZING BREAST HEALTH - WE NEED YOUR EXPERTISE!

Breast health services from across Alberta have come together to define standard provincial reasons for all referrals and the associated mandatory requirements. The working group is comprised of the breast health services, a primary care physician and members of the provincial access team. The working group has defined this clinical content and would like feedback to assess its relevance

with primary care.



PROVIDE FEEDBACK

[click to access survey](#)

PROVINCIAL HIP AND KNEE FORM HIGHLIGHTS

Across the province hip and knee joint replacement clinics have agreed on the basic information required on a referral so the requirement is the same regardless of where the referral is sent. This prevents the patient from getting unnecessary testing such as a MRI and allows the hip and knee clinics to triage all the referrals based on the same information. The standardized triage process makes sure patients have been added to the most appropriate surgeon queue and aren't waiting longer than required.

Some highlights of the requirements include:

- **X-RAY REPORT:** Diagnosis and disease severity are important considerations during triage. Standard x-ray images ensure hip and knee triage staff have access to the radiology reports needed to appropriately triage patients. X-rays need to be attached to all referrals whether they are sent through eReferral or by fax.
- **BMI:** Some surgeons specialize in high BMI patients. Providing height, weight and BMI on the referral ensures patients are waiting for the right surgeon.
- **SURGERY EVALUATION ACUITY TOOL:** these questions are validated and assist in determining clinical urgency for hip and knee replacement. They support patient conversations about whether surgery is the most appropriate care option at this time or if other options should be considered. About 50% of all patients referred are not surgical candidates or do not want to proceed to surgery and could benefit from other care options.
- **PREVIOUS SURGERY:** Information about previous orthopedic surgeries informs triage staff of history with previous orthopedic surgeons.
- **REASON FOR REFERRAL:** Providing basic information such as primary reason for referral, primary affected joint, whether the

patient has previously had a joint replacement done and whether the patient is a WCB patient ensures patients are added to the appropriate queue. Not all surgeons see both hip and knee patients or WCB patients.

Helpful hints for sending a referral for hip and knee joint replacement:

1. **Review** the hip and knee replacement referral requirements [HERE](#) - the answers to the acuity tool may not be in your EMR
2. **Become** familiar with where height and weight are located within your EMR
3. **Check** the Health Services Catalogue (located under the eReferral tab) for surgeon listings and wait times – these are updated monthly
4. **Call** someone if you need help with your referrals - your Alberta Netcare Transition Coordinator is available or call the eReferral team 403-629-1739.

article contributed by

Tanya Christiansen is a Project Manager at the Alberta Bone & Joint Health Institute and supports the Provincial Hip & Knee Working Group. She enjoys travelling to warmer climates and spending time with her chocolate lab Rosco.



Jane Squire Howden is the Executive Director at the Edmonton Musculoskeletal Centre and the co-lead of the Provincial Hip and Knee Working Group. Jane and her husband are avid travellers and enjoy the sights and sounds of the big city.

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Reason for Referral
What is the primary reason you are referring this patient?

Primary Affected Joint(s)	Right	Left	Bilateral	Type of Problem
Hip				<input type="checkbox"/> Primary <input type="checkbox"/> Revision
Knee				

Duration of Symptoms
 3 - 6 months 6 - 12 months
 Years Other (specify) _____

Is this a WCB claim?
 No
 Yes, specify claim number _____

Will you be assigning the patient to the next available surgeon?
 No, specify surgeon name (last, first) _____
 Yes

Height _____ cm Weight _____ kg BMI _____

Previous Orthopaedic Surgeries	Surgery	Surgeon
Has the patient undergone any orthopaedic surgeries?		

Controlling Narcotics Over the counter
 Other (specify) _____

DR. LEE BOGLE

Dr. Lee Bogle has been practising in Southwest Calgary since 2011, sharing a family practice with Dr Attila Nadori in a heritage building just off of Richmond Road.

Dr. Bogle creates his referrals personally, and eReferral has made this process even simpler. "It's easy to use, and the layout for hip and knee referrals is the same as the paper form – it makes a lot of sense," Dr. Bogle explains. "The Health Services Catalogue is a fantastic service as well, I could see something like that being an excellent resource for physicians once it contains more speciality information".

Dr. Lee Bogle, Charmaine von der ahe, and Dr. Attila Nadori at the Calgary West Central Primary Care Network Clinic at Westbrook



"...the Health Services Catalogue is a fantastic service..."

DR. KNIGHT AND DR. VISVANATHA



Located on Bowness Road between 63rd and 64th street, Dr. Joan Knight and Dr. Lakshmi Visvanatha have been serving patients in Calgary for 5 years. The joint family practice also assists the University of Calgary in training future

doctors, and includes on their staff a behavioural health consultant whom is available to discuss health concerns and provide short term support. Dr. Visvanatha and Dr. Knight are affiliated with the Calgary Foothills Primary Care Network.

STANDARDIZING ADULT GI: BE A PART OF THE SOLUTION

Gastroenterologists, hepatologists, primary care, cancer care physicians, as well as surgeons from across Alberta, both urban and rurally based, have developed standard provincial guidelines for referrals to gastroenterology, with recommended timelines and associated mandatory investigations. This working group has outlined the clinical content

and would appreciate broad based feedback to assess its relevance. Your feedback will be used to revise the current guidelines.

Although the future of eReferral is still uncertain, this work is of paramount importance as we move towards a more standardized approach to optimize referral for all regions of the province.



Click [HERE](#) to receive a copy of the Adult GI provincial referral guidelines for review and feedback purposes.



If you routinely submit referrals on the behalf of more than one provider, add each provider in order of use. This way, the drop-down menu will also display the providers in order of use, saving you valuable time when creating a referral.

1. Click **MY DETAILS** in the **MENU BAR**
2. Scroll to **REFERRING PROVIDER REFERRALS ON BEHALF OF**
3. Click the **ADD** link to bring up **PROVINCIAL PROVIDER REGISTRY SEARCH**
4. Enter the name of most use and **SEARCH**
5. Complete the remaining fields
6. **ADD** additional providers in order of use
7. Click **UPDATE PREFERENCES** to save changes

If you want eReferral,
you need Alberta Netcare.
CALL TOLL-FREE
1-866-756-2647

Alberta Netcare
ELECTRONIC HEALTH RECORD