



### IN THIS ISSUE

Our team will help you make your first referral - in person!

What does approximate wait time really mean?

#WeAre #eReferral captures teams from across Alberta who have become a part of the solution.

eReferral tips and tricks to streamline your referral experience

### WE WILL COME TO YOU

**A**re you ready to start sending your hip and knee joint replacement referrals through eReferral? Together the eReferral Team and the Alberta Netcare Transition Coordinators are offering options to get you started.

**OPTION 1:** Have a eReferral team member come to your office and walk you through the initial setup and submission for your first

eReferral. If interested contact [karen.branicki@albertahealthservices.ca](mailto:karen.branicki@albertahealthservices.ca).

**OPTION 2:** Alberta Netcare is also planning to offer Web-Ex training sessions at regular intervals to provide support for parties interested in submitting eReferrals. If interested contact [Cindy.Norris@albertahealthservices.ca](mailto:Cindy.Norris@albertahealthservices.ca)

In order to submit a referral using the eReferral system, the referring provider must have access to Alberta Netcare Portal. If your clinic currently does not use Alberta Netcare Portal, but would be interested in gaining access to Netcare, please contact the Alberta Netcare Portal Enrolment and Support Line at [1.866.756.2647](tel:1.866.756.2647).

If a site already has access to Netcare, a new account can be created and activated within 3 weeks of the submission of the

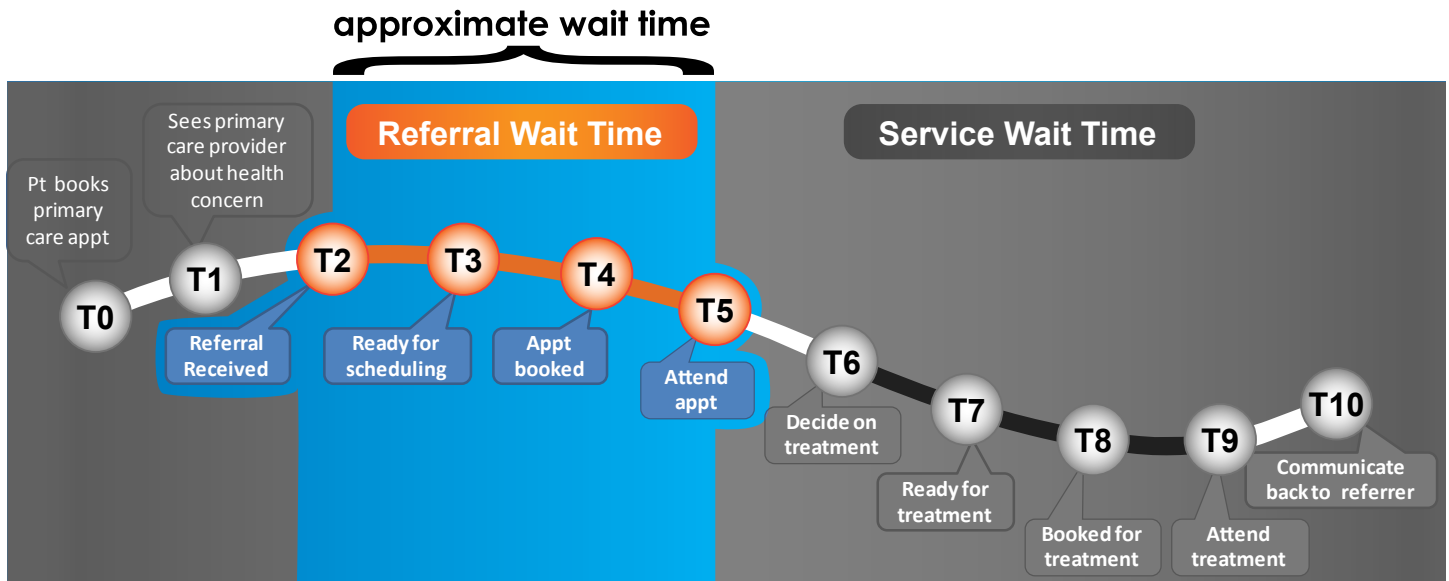
Netcare User Registration form. If you need assistance with the completion and submission of a form, please contact the Alberta Netcare Portal Enrolment and Support Line at [1.866.756.2647](tel:1.866.756.2647).

If a user has Netcare access, but has let his or her access lapse (account is currently disabled), the user may contact the Help Desk at [1.877.931.1638](tel:1.877.931.1638) for assistance.

### WEB LINKS

[eReferral](#)  
[Alberta Netcare ATOP](#)  
[Alberta Hip & Knee](#)  
[Lethbridge Breast Health](#)

## WHAT DOES APPROXIMATE WAIT TIME MEAN?



**W**hen referring providers search the Health Services Catalogue to send a referral, the list of receiving providers is displayed with an automatic sort by shortest approximate wait time. It is

important to note that this approximate wait time indicates the **time to the first appointment**, and not the approximate time to surgery. There are many deciding factors taken into consideration when scheduling surgeries, including urgency and patient readiness. Currently, approximately 60% of referrals

to hip and knee replacement are not suitable candidates for surgery.

**Did you know?**  
The Health Services Catalogue is updated on the 15th of every month.

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

Alberta  
**Netcare**  
ELECTRONIC HEALTH RECORD



### UPCOMING WEBINARS

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

Date	Time
Sep 17	8am
Sep 22	12pm
Sep 30	7.30am

To sign up, contact Access Improvement at [access.ereferral@albertahealthservices.ca](mailto:access.ereferral@albertahealthservices.ca)

## CALGARY ATOP SENDS THE FIRST EVER eREFERRAL

**T**he **Alberta Thoracic Oncology Program (ATOP)** is a provincial program with centres in both Edmonton and Calgary and receives referrals from primary care, Pulmonary Central Access and Triage, and other specialty services requesting diagnosis for suspected lung cancer.

The Calgary ATOP Clinic is located at the Foothills Medical Centre and includes a team of interventional pulmonologists, nurse practitioners and clerical support who manage approximately 1500 patient referrals every year for suspected lung cancer diagnosis. After diagnostic evaluation, patients are sent to the appropriate service for treatment which includes medical oncology, radiation oncology and thoracic surgery.

Yolanda Mitchell, Unit Manager of the team, says the whole team is encouraged by the ease of using eReferral and the process changes the team has made to incorporate it into their work. Marg Estell and Jennifer Kothke agree. "We had a couple of issues at first, but the eReferral team has been really responsive to our needs and now it's all smooth sailing."



(From left to right) Yolanda Mitchell, Marg Estell, Nadine Strilchuk, and Jennifer Kothke (missing Laura Hampton).

*“...the eReferral team has been really responsive to our needs...”*

Under the direction of Dr. Alain Tremblay, the Calgary Thoracic Oncology Clinic has been providing care for over 10 years. In 2011, (through the Cancer Care Strategic Clinical Network) they were adopted as a provincial initiative under the banner of Alberta Thoracic Oncology Program to expedite lung cancer diagnosis for

Albertans. Nadine Strilchuk, a nurse practitioner with the team, says that it's not just about streamlining care, but that "with the new eReferral process, there is the added benefit that we are able to track our patient's pathway to Tom Baker", ensuring they receive the care they need without any delay.

### eREFERRAL QUICK TIP - CONFIGURE YOUR HOME PAGE

1. Scroll down to the bottom of the page and click the **CONFIGURE LAYOUT** button
2. Click on the drop down arrow and select **MY REFERRALS**
3. Click on **NEW SECTION TO THE RIGHT** or **NEW SECTION BELOW**
4. Click the **UPDATE LAYOUT** button to save the configuration. **CONFIRM THE HOMEPAGE** appears with the new configuration

## ALBERTA HIP AND KNEE LOOKS FORWARD TO QUALITY eREFERRALS



**T**he team at Alberta Hip and Knee Clinic Calgary has been serving patients for several years, and receives approximately 5000 arthroplasty referrals every year.

Jennifer Hendricks, Clinic Executive Director, has been committed to eReferral's use since she first heard about it.

"It's just a good idea for everyone involved, it makes sense to have an automated referral system in Alberta," she claims. "For our clinic, this tool is a game changer in the quality of the referrals we receive – it's a rare thing to have to go fishing for more information to triage an eReferral."

The clinic is located in downtown Calgary at Gulf Canada Square.

*"...this tool is a game changer in the quality of the referrals we receive..."*

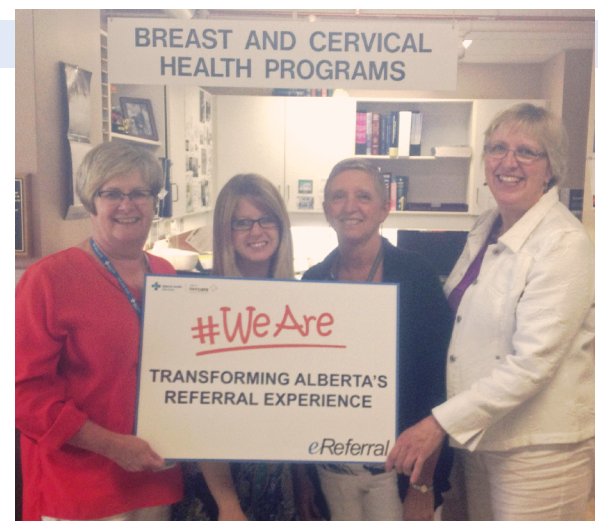
*Top row left to right: Jennifer Hendricks, Catherine Prefontaine, Gail Mitchell, Brooke Hancock, Michelle Waltbauer, Sally Minehan, Kathryn McRae, Tracy Preece, Joeleen Malik, Mubarika Bajwa. Second row left to right: Meredith Johnson, Maria Lee, Shayla Shields, Felicia Arthur*

## LETHBRIDGE BREAST HEALTH LOVES eREFERRAL

**T**he Lethbridge Breast Health Program has been serving patients in southern Alberta for over 13 years, and sends approximately 140-150 breast cancer referrals every year. Caroline Martin, who leads the team as the program coordinator, is encouraged by the efficiency of automated referrals.

"The nice thing about the referral is you put it in online and attach all the reports through Netcare so it cuts down on paper. The other piece that helps is we get a printout of the referral for the patient's chart. With eReferral, we can track the progress of the referral on the computer – which brings a lot of peace of mind for everyone involved."

The Lethbridge Breast Health Program is located at the Chinook Regional Hospital.



*Barbara Lockhart, Leanne Davis, Wanda Robertson and Caroline Martin at the Lethbridge Breast Health program*



# TIPS & tricks

If you routinely choose the same requirements to attach to your referrals, create search "favourites" for subsequent ease of use. Favourites can be created for both the **RESULTS** and **REPORTS** searches.

Selection of the favourite will automatically execute and produce the results which may then be attached to the eReferral.

1. When completing the **TRIAGE REQUIREMENTS** section of an eReferral, click on the **LINK A DOCUMENT** tool
2. Select the desired **DATE RANGE**, enter the **REPORT NAME** (name of result), and **SEARCH** for the result of interest.
3. Enter a **FAVOURITE SEARCH NAME** for the search conducted, and click on the **+** to save the search as a favorite.
4. The search will now be saved as a favorite, accessible in the **FAVOURITE SEARCHES** dropdown list.

**Get Netcare Results**

Report Name:  Date Range:

Note: If the report you are looking for does not appear in the search results then increase the date range.

Test	Result	Ref. Range (Units)	Status	Abnormality
BAND%	* 13	0-11(%)		High
BAND	1.6	(10**9/L)		