

CHINOOK_{PCN} *eReferral* UPDATE

IN THIS UPDATE

- Chinook PCN-specific numbers and facts about eReferral
- Spotlight information about the clinics with the highest eReferral numbers
- Illustrated instructions about how to attach a WOLF form to an eReferral
- Dates and times for eReferral webinars
- Contact information for the eReferral team
- Step-by-step instructions about how to get started with eReferral
- Copy of the Provincial Standard Hip and Knee Replacement Referral Form
- Copy of the AHS Generic Referral Form



CHINOOK PCN eReferral UPDATE

QUICK FACTS *September 2015*

119 eReferrals received at Chinook Bone & Joint since service started in **February 2015**

17 referral coordinators have sent eReferrals on behalf of **32** different physicians

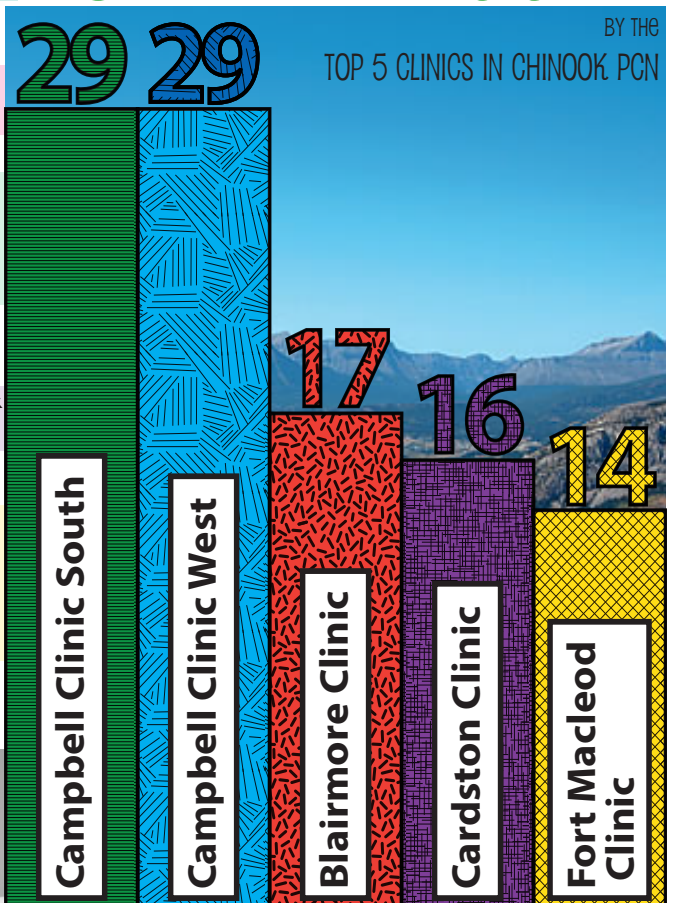
There are currently **10** clinics in Chinook PCN participating in eReferral

Donna Zadnyk and Kim Cameron have each sent **29** eReferrals, which is the most for the Chinook PCN region

26 eReferrals were sent to Chinook Bone & Joint in June, the most for one month.

eReferrals sent from the Campbell Clinics in Lethbridge (South & West) account for nearly **50%** of all eReferrals sent in the Chinook PCN

OF REFERRALS SENT



Nearly **70%** of eReferrals sent to Chinook Bone & Joint have been **knee related**.



Busy South Zone Clinics Embrace eReferral

KIM CAMERON HAS BEEN WORKING WITH THE

Campbell Clinic since 2000 but just recently joined the Westside location at the end of summer 2014. As a referral booking clerk, she is at the hub of the referrals that are sent out from the eight physicians working from the Varsity Village location in Lethbridge.

It's an extremely busy location, one that serves a very large population of university students and young families located on the Westside of Lethbridge. Nightly walk-in evening clinics are always well attended. In spring of this year, Campbell Clinic West added the services of an additional family physician to meet the growing demands of the area, and also brought on an internist in mid-June.

Amidst the throng of patients booking appointments and a multitude of time-sensitive referral requests, Kim works quickly and efficiently to complete her daily tasks. "I enjoy the challenge, and the patient contact that I have as I complete their bookings," she smiles. "I started using eReferral this past spring, and once it was set up it surprised me how easy it was to use and track the status of submitted referrals – that is, as long as the forms have been filled out in detail by the referring provider!"



Booking clerks Kim Cameron (pictured) and Donna Zadnyk have sent the highest number of eReferrals in the Chinook PCN.

Kim's role as the booking clerk is integral to helping patients receive timely access to specialized care. With eReferral, physicians can access wait times and discuss treatment options with the patient, something that they wasn't easily able to do before. "eReferral gives patients the ability to make an informed decision regarding the best options available to them. It's been a truly exciting learning experience that I have enjoyed, and I look forward to more specialty areas that will be using eReferral".

AT BLAIRMORE MEDICAL CLINIC IN THE AREA OF

Crowsnest Pass, Allison Morotoli has been using eReferral to send hip and knee arthroplasty referrals since July 2014. "I have used eReferral since its inception at Calgary Hip and Knee, then when Chinook Bone and Joint went online, I continued with eReferral. The feature I appreciate the most is that everything - x-rays, labs - can be attached directly with ease. It just works extremely well."

Allison glows with praise for her co-staff, the doctors, and the patients at Blairmore Clinic. "We have wonderful doctors, caring staff and we are absolutely committed to excellent patient care. I would consider achieving success with eReferral to be a huge milestone for our clinic."



Allison Morotoli has been using eReferral since its inception and can't wait until more specialties are on board with the program.

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How to attach a WOLF EMR form to an eReferral

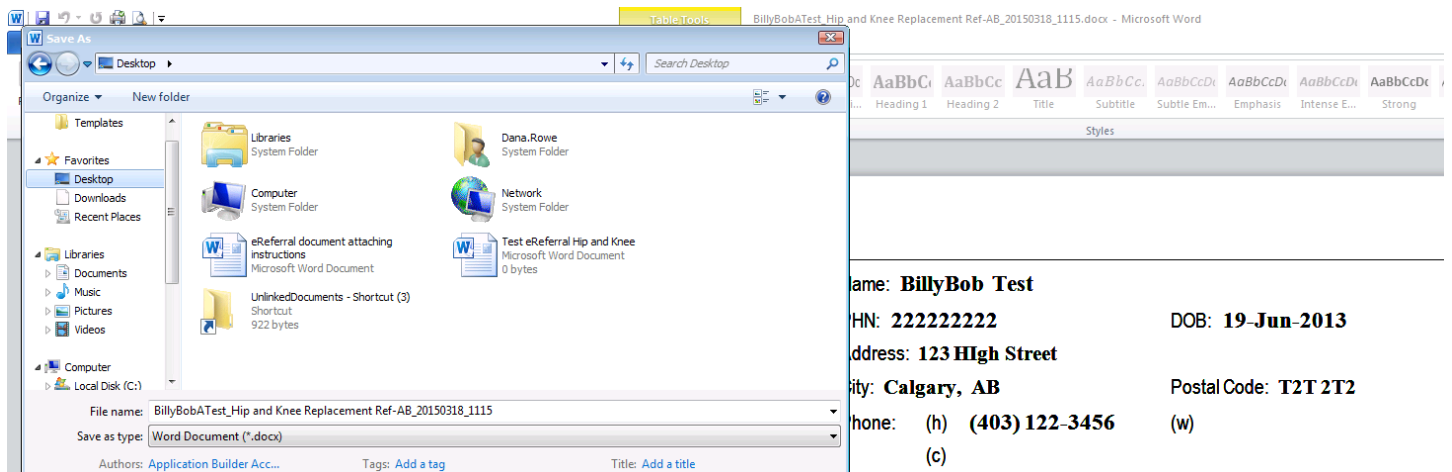
MOST CLINICS IN THE CHINOOK PCN USE WOLF EMR. Wolf has a library of forms, in which the Provincial Standard Hip and Knee Replacement Referral Form can be found. This form is identical to the form used in eReferral.

We have found a way to attach a Wolf-generated form to an eReferral. While the eReferral cannot be checked for completeness,

this does offer users the ability to pre-populate the form in Wolf, save it to the Wolf desktop and attach it to the eReferral.

This means that the eReferral can be tracked in the system so that senders can see when the referral is received, triaged, and scheduled for an appointment.

- 1 Open the *Provincial Standard Hip and Knee Replacement Referral Form* in Wolf and **SAVE AS** to your desktop. Ensure the document is named appropriately. Click **SAVE**.



- 2 In eReferral, select *Attach Provincial Standard Hip and Knee Replacement Referral Form*.

Recipient
Please be advised that patient will be required to visit the surgeon's office several times before and after surgery. The patient must have a dedicated throughout their care.

Refer For: Consultation - Paediatric Surgery

Send To:

Referral Form Source

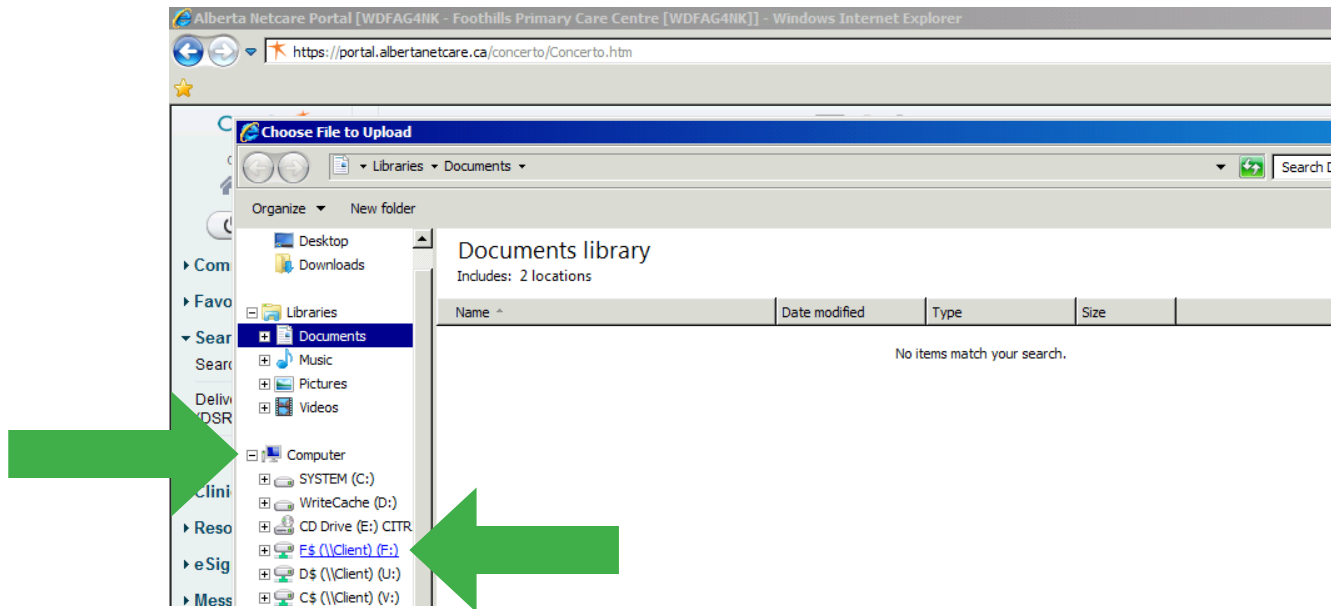
Source: eReferral Form Attach Provincial Standard Hip and Knee Replacement Referral Form

When attaching the Provincial Standard Hip and Knee Replacement Referral Form please ensure all required information has been included

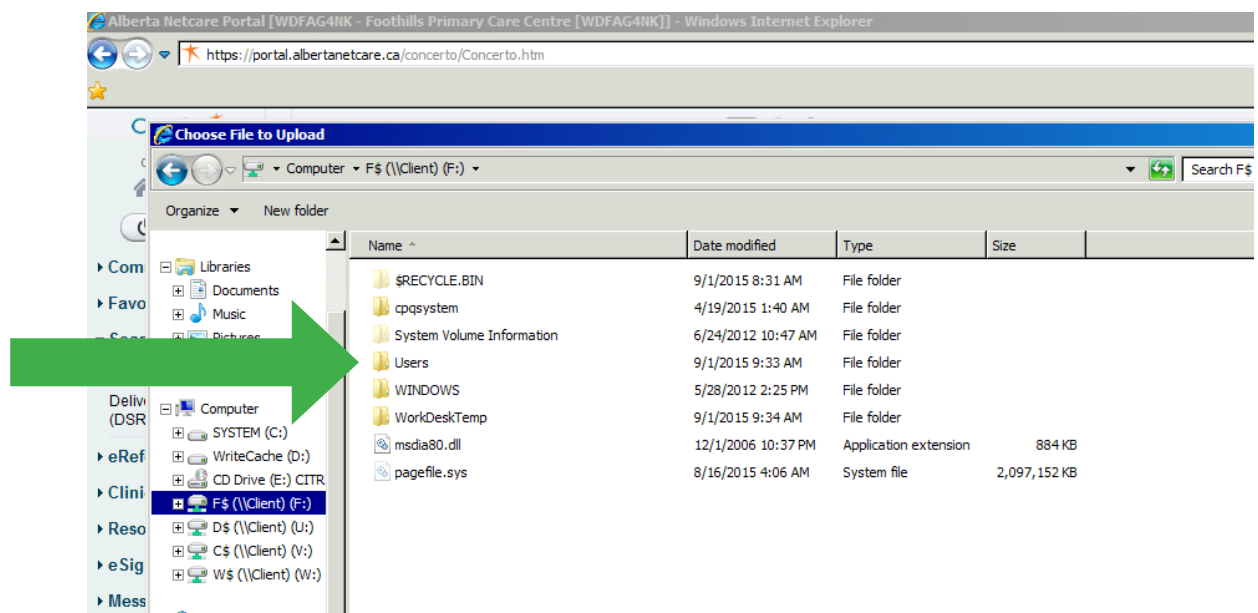
Attach External Documents:
File size restricted to 1MB

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- 3** Click **BROWSE**, single click on **F DRIVE** in the far left column, (click the **+** next to **COMPUTER** if the drives are not showing), be patient as the list populates.

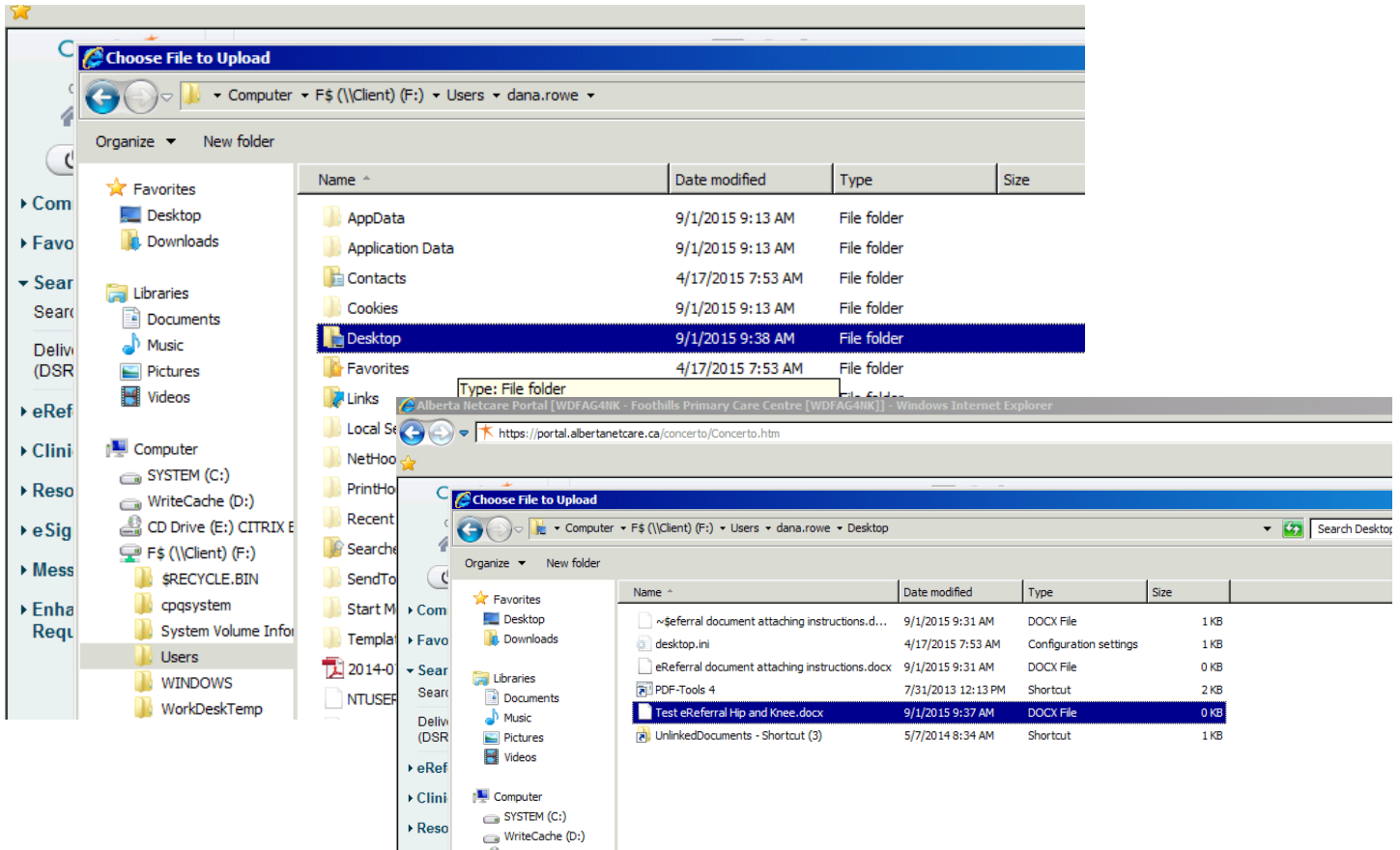


- 4** Double-click on **USERS**. Find your name (alphabetical by first name). Double-click on **YOUR NAME**. (Picture not included to protect individuals whose names appear on the screen.)

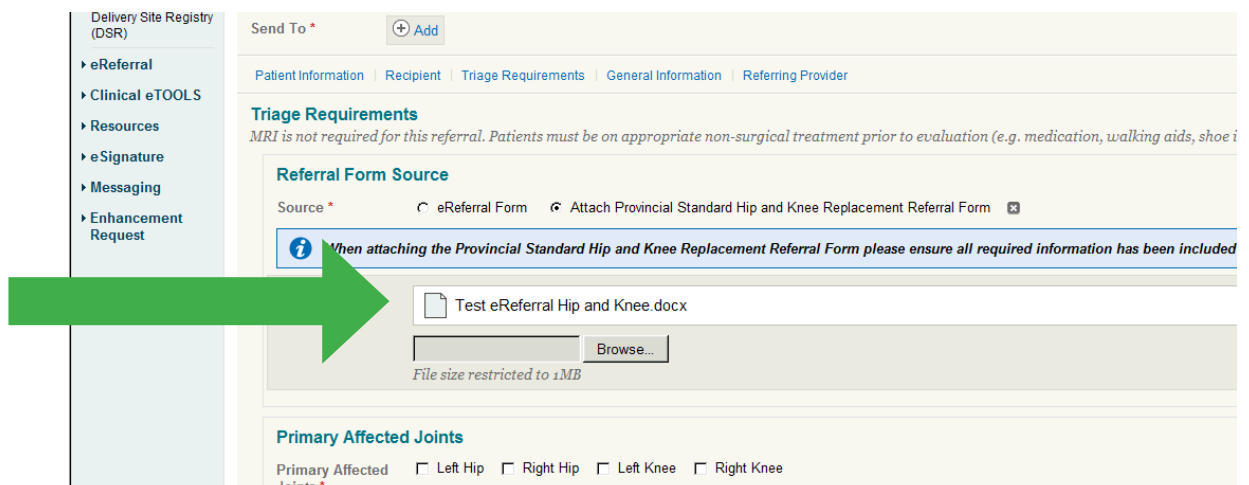


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5 Double-click on **DESKTOP**. Find the document you previously saved to your Wolf desktop, double-click.



6 The document is now attached. Proceed with the remaining requirements of the eReferral and **SUBMIT**.



Contact Us

HAVE QUESTIONS? NEED HELP?

The eReferral team is able to help, no matter how big or small the ask.
Email jodi.glassford@albertahealthservices.ca to get the answers you need.

WANT MORE NEWS & HELPFUL UPDATES?

We publish a seasonal newsletter that keeps you abreast of latest eReferral developments, new features, provincial referral guidelines and other important referral events.
Email erin.rohl@albertahealthservices.ca to join our distribution list.

WANT TO ACCESS E-DEMOS, USER GUIDES AND MORE?

We have all sorts of resources available on our website. Whether you're a self-learner or want a personal visit from a member of our team, check out our website for what you need.
www.albertanetcare.ca/eReferral.htm

Useful Links

ALBERTA REFERRAL DIRECTORY www.albertareferraldirectory.com

The "ARD" is a searchable, secure database displaying physician specific information for specialty services in Alberta. Find contact information, referral requirements, and service location maps.

ALBERTA REFERRAL PATHWAYS www.albertahealthservices.ca/pathways

Provincially standard referral requirements with contact information, process information and approximate wait times. Published pathways include adult GI, pediatric GI and pulmonary guidelines.

PATH TO CARE DIRECTORY www.departmentofmedicine.ca/mas

The Path to Care Directory offers referral information for specialty services in Calgary Zone and South Zone. Find referral requirements, contact information, approximate wait times and specialty specific guidelines.



GETTING STARTED WITH eREFERRAL

October 5th, noon til one
Demos, Tips & Tricks, & open question session

STREAMLINING YOUR NETCARE EXPERIENCE

September 28th, noon til one
Become a Netcare pro with these easy hacks

email cindy.norris@albertahealthcare.ca to register today!