

# Leading Access Transformation

## Referral Management

- Communicate referral received within 7 days to referral source
- Communicate referral accepted (appointment details or wait list status) within 14 days to patient and referral source
- Communicate referral decline within 14 days to referral source
- Communicate wait list status every 90 days to patient and referral source
- Communicate outcome of initial appointment within 30 days to referral source
- Establish communication processes for declined and incomplete referrals
- Develop referral guidelines by reason for referral
- Maintain information in the Alberta Referral Directory and Inform Alberta

## Wait List Management

- Develop access targets by reason for referral
- Utilize wait list in scheduling decision process
- Review wait lists regularly
- Track missed, rescheduled and cancelled appointments and associated reasons
- Develop guidelines for missed, rescheduled and cancelled appointments
- Standardize appointment confirmation process

## Wait Time Management

- Standardize data capture to Path to Care definitions
- Measure and understand where wait occurs
- Set performance targets and take action to improve
- Utilize referral management and wait list management tools for improvement

