

FAST - Vascular Surgery FAQs

For Referring Providers



What is FAST?

Facilitated Access to Specialized Treatment (FAST) is a provincial central access and intake program that receives surgical referrals, checks them for completeness and sends them to surgeons.

What are the benefits of FAST for referring providers?

- One fax number per Zone.
- Option to send referrals to next available provider with the shortest wait time, a named provider/clinic/site, or an out-of-zone provider.
- [Referral Pathways](#) are available with detailed information on referral requirements.
- FAST team available to answer questions Monday to Friday.
- [CPSA communication standards](#) met to share where referral has been sent. Referral status is also available online through Alberta Netcare eReferral.
- As the program rolls out, access to accurate Zonal wait time information will become available.

When is vascular surgery joining FAST?

Vascular surgery will join FAST on Monday, November 27, 2023.

How should I make a referral to vascular surgery before November 27?

Please follow current standards/practices for sending vascular referrals.

What should I do first if my patient might need to see a vascular surgeon?

Check [Alberta's Pathway Hub](#) for relevant clinical pathways. Clinical pathways provide a set of actions for referring providers to guide care options for patients with specific health conditions.

After November 27, what will I do if I need to send a referral to vascular surgery?

1. View the [Provincial Adult Vascular Surgery Referral Pathway](#) for information on referral requirements, like labs and diagnostic imaging.
2. Submit through one of the options below:

Connect Care	<ul style="list-style-type: none">○ Use the Outgoing Referral process. Refer to this document for instructions.○ Attach all labs and diagnostic imaging from the referral pathway.○ The FAST team will enter your referral into Alberta Netcare eReferral and it will be viewable on the patient's record in the Alberta Netcare Clinical Document Viewer (CDV) Tree.
eReferral	<ul style="list-style-type: none">○ Follow these instructions for submitting a referral through eReferral.○ Attach all labs and diagnostic imaging from the referral pathway.○ The referral is viewable on the patient's record in the Alberta Netcare Clinical Document Viewer (CDV) Tree and on your <i>My Referrals</i> dashboard.

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FAST:
FACILITATED
ACCESS TO
SPECIALIZED
TREATMENT

Fax

1. Complete all pages of the new referral form: [New form can be found here.](#)
***Note:** If you cannot use a referral form, please complete a referral letter. Include:
 - A clear reason for referral, and;
 - Preference for a next available surgeon with the shortest wait time, a specific clinic, provider or site, or an out of zone provider.
2. Attach all labs and diagnostic imaging from the [referral pathway](#).
3. Submit via fax to FAST:
 - **North Zone:** 1-833-627-7025
 - **Edmonton:** 1-780-409-0607
 - **Central Zone:** 1-833-627-7022
 - **Calgary Zone:** 1-833-627-7023
 - **South Zone:** 1-833-627-7024
4. The FAST team will enter the referral into Alberta Netcare eReferral and it will be viewable on the patient's record in the [Clinical Document Viewer \(CDV\) Tree](#).

Can I choose what vascular surgeon my patient will see?

Yes. When making a referral, you and your patient can choose to see a next available surgeon with the shortest wait time, a specific provider/clinic/site or an out of Zone provider.

Vascular surgeries are performed in Calgary or Edmonton. If I work in Central, South or North Zone, where should I send my referral post November 27?

Send vascular surgery referrals to your home Zone FAST team first with the new vascular surgery referral form and specify a location preference if the patient has one. FAST will re-assign the referral to a surgeon based in Edmonton or Calgary. FAST will notify you where the referral has been sent and note that your patient will have to travel for their consultation appointment.

What if I sent my referral directly to vascular surgery like I always have. What happens?

Your referral will be handled by the vascular surgeon's office, and you'll be sent a reminder to send subsequent referrals via FAST.

What happens when FAST receives the referral?

The FAST team will:

- Check referral for duplication and completeness,
- Enter the referral into Alberta Netcare eReferral for tracking and referral management, and
- If the referral is complete, send it to a surgeon's office for triage. If the referral is incomplete or does not meet criteria, it will be returned your office with information on how to move forward.

If I have a question about my referral, who can I contact?

The FAST team is available Monday to Friday to answer any referral-related questions. Call 1-833-553-3278 and choose the extension for the Zone you want to speak with.

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Where can I see the status of my referral?

You can log into Alberta Netcare and review the status of your referral on your patient's electronic health record using the Clinical Document Viewer (CDV) Tree and/or your *My Referrals* dashboard. For instructions, go [online](#). If you do not have Alberta Netcare access, please contact the [FAST team](#).

Once the referral is sent to the surgeon, what happens, and what should I do if I have questions?

All future communication, including to you and the patient, will come directly from the surgeon's office. If questions arise once the referral has been sent to the surgeon, please contact the surgeon directly.

What communication has been developed to promote the vascular launch to referring providers?

An extensive communication strategy has been developed to ensure referring providers receive information about this launch, including:

- Emails
- Medical association newsletters & e-newsletters
- Communication through PCN and Surgery Strategic Clinical Network (SCN) networks
- Presentation opportunities
- Social media
- Online through [AHS.ca/FAST](#)
- Through your AMA Practice Facilitators

Where can I learn more about FAST?

Go online to [ahs.ca/FAST](#) or email ABFAST@ahs.ca.

Where can I share feedback and suggestions for improvement?

Feedback, comments or suggestions for improvements can be emailed to ABFAST@ahs.ca.