

Working with FAST For Specialty Care Clinics



FAST:
FACILITATED
ACCESS TO
SPECIALIZED
TREATMENT

FAST IS YOUR REFERRAL PARTNER

Facilitated Access to Specialized Treatment (FAST) is a central intake and distribution program for surgical referrals. The program improves patient access to specialty care by centralizing referral intake, ensuring referrals are complete, and distributing referrals to specialists. For more information, visit ahs.ca/fast.

FAST helps specialty care clinics:

- Save time: FAST checks referrals for completeness
- Reduce wait times: FAST assigns referrals based on your capacity
- Track referrals: FAST manages referrals via Alberta Netcare eReferral
- Improve patient care: FAST collects data and monitors surgical wait times

BUILDING A STRONG PARTNERSHIP

The steps below will help you make the most of your partnership with FAST.

1: Add FAST to your Electronic Medical Record (EMR) system.

Your Zone FAST Team is available by phone, fax, and email.

Zone	Telephone	Fax	Email
North	1-833-553-3278 ext. 1 M-F: 7:30 AM – 3:45 PM	1-833-627-7025	abfast.north@ahs.ca
Edmonton	1-833-553-3278 ext. 2 M-F: 7:30 AM – 3:45 PM	Colposcopy: 780-643-1491 General surgery: 780-670-3224 Hand/wrist/elbow: 780-643-1235 Orthopedics: 780-670-3221 Otolaryngology: 780-644-1790 Plastic surgery: 780-644-1743 Vascular surgery: 780-409-0607	abfast.edmonton@ahs.ca Plastic Surgery: ezPlasticReferrals@ahs.ca Hand/wrist/elbow: ezUpperLimbReferrals@ahs.ca
Central	1-833-553-3278 ext. 3 M-F: 8:00 AM – 4:15 PM	1-833-627-7022	abfast.central@ahs.ca
Calgary	1-833-553-3278 ext. 4 M-F: 7:30 AM – 3:45 PM	1-833-627-7023	abfast.calgary@ahs.ca
South	1-833-553-3278 ext. 5 M-F: 7:30 AM – 3:45 PM	1-833-627-7024	abfast.south@ahs.ca



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2: Let referring provider know that you've joined FAST.

When referring providers send referrals directly to your office, consider responding with one of the sample messages below:

[A] Our office joined the Facilitated Access to Specialized Treatment (FAST) centralized access program and is no longer taking direct referrals. Please re-submit your referral to FAST. Learn more at ahs.ca/fast.

[B] Our office receives referrals through the Facilitated Access to Specialized Treatment (FAST) centralized access program. For your convenience, we have re-directed your referral to FAST. Please submit future referrals to FAST. Learn more at ahs.ca/fast.

[C] Our office receives referrals through the Facilitated Access to Specialized Treatment (FAST) centralized access program. We have accepted the current referral and encourage you to submit future referrals to FAST. Learn more at ahs.ca/fast.

3: Submit referral data to FAST.

In order to help FAST monitor surgical wait times and improve the patient journey, your team must report the following data to FAST each month:

- referral acceptance date;
- appointment date and status, i.e. scheduled, attended, cancelled, rescheduled;
- consultation outcome, i.e. follow-up required, no show, non-surgical, surgical.

To simplify monthly reporting, a FAST Change Management Coordinator will help your team implement the most appropriate reporting process from the options below:

1. EMR: copy FAST on referral letters.
2. EMR: submit EMR reports to FAST.
3. eReferral: enter data into Netcare eReferral.
4. Fax/email: submit a spreadsheet to FAST.

4: Verify your specialist information on the Alberta Referral Directory.

Referring providers often check the Alberta Referral Directory (ARD) for referral information. Visit ahs.ca/ard to review your specialist profile(s) and keep them updated as per the [Specialist User Guide](#).

Note: Once the specialist joins FAST, the following message will be added to their ARD profile:

This surgeon is participating in the <Specialty> Centralized Access - Facilitated Access to Specialized Treatment (FAST) program. Please reference the FAST profile for further contact and process information.

CONTACT FAST

For general inquiries, email abfast@ahs.ca.

For specific referral inquiries, contact your Zone FAST Team.

For Netcare training or support, visit albertanetcare.ca/learningcentre/Contact.htm.