

## ConnectMD FAQ

- [Specialist](#)
- [Family Physician](#)

## Specialist Link FAQ

- [General](#)

## eReferral – eConsult FAQs

- [Referring Providers](#)
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## Non-urgent specialty advice – General FAQs

### What is specialty advice?

Specialty advice is a conversation between a specialist physician and a clinician seeking advice in managing a patient. There are three types of specialty advice: urgent, non-urgent electronic, and non-urgent telephone. This FAQ document focuses on non-urgent advice.

### How does non-urgent specialty advice connect to Specialty Access work?

Non-urgent specialty advice is a component of Specialty Access work that supports a provider if they have a question about their patient's care. This may reduce the need for a referral by supporting care in the medical home, or if a referral is required, set the patient up for a successful first appointment.

### How does non-urgent specialty advice work?

Non-urgent specialty advice programs connect primary care providers to a specialty of choice for a consultation. The primary care provider provides their contact information for the specialist on call to return the call. Calls are usually under 10 minutes. The wait times for telephone advice depend on the advice program available for your zone.

For electronic advice, the platform supports asynchronous messaging, the attachment of documents and is available for viewing in the patient's health record. The goal for a specialist to respond is five days.

## What advice services are available in each Zone?

Non-urgent telephone advice is available as follows:

### North Zone

- [ConnectMD](#)

### Central & South Zone

- *In development.*

### Edmonton Zone

- [ConnectMD](#)

### Calgary Zone

- [Specialist Link](#)

Non-urgent electronic advice is available province wide via [Alberta Netcare eReferral](#).

## How do non-urgent telephone advice programs operate across the province?

Non-urgent telephone advice programs operate independently from one another. Work has been done to create more consistency around hours of operation and ways to enter in a request for advice.

## Will I receive a follow-up report after the call?

Per the [Canadian Medical Protective Association \(CMPA\)](#), it is expected both providers involved in an advice call are charting on the encounter. Some programs (i.e., [ConnectMD](#)), do provide a call summary to providers.

## Where can I ask questions, share feedback, and forward suggestions for improvement about specialty advice in general?

You can ask questions, share feedback or forward suggestions to the specialty advice program by using our [online form](#). For more information, visit our website at [ahs.ca/specialtyaccess](https://ahs.ca/specialtyaccess).

## Where can I ask questions, share feedback, and forward suggestions for improvement about a specific program?

Please contact the program directly:

- ConnectMD – [request@pcnconnectmd.com](mailto:request@pcnconnectmd.com) or 1-844-633-2263
- Specialist Link – [specialistlink@calgaryareapcns.ca](mailto:specialistlink@calgaryareapcns.ca) or 403-910-2551
- eReferral – [access.ereferral@primarycarealberta.ca](mailto:access.ereferral@primarycarealberta.ca)

## How will I be compensated for requesting and providing non-urgent advice?

There are fee codes available to bill for advice as follows:

### Telephone advice

- Family physicians: 03.01LG - \$33.92 (weekdays 0700-1700)
- Specialists: 03.01LJ - \$77.74 (weekdays 0700-1700)

### Electronic advice

- Referring providers: 03.01R - \$34.24
- Receiving providers: 03.01O - \$68.65

## Non-urgent specialty advice – Primary care FAQs

### What are the benefits of non-urgent specialty advice for primary care and their patients?

Non-urgent specialty advice provides an opportunity for clinicians to have a telephone or electronic conversation with a specialist regarding a patient. The conversation may include questions related to treatment plans, whether to refer, supports while awaiting surgery, or supports for post-surgery complications.

### How is this work different than RAAPID or eConsult?

Referral, Access, Advice, Placement, Information & Destination (RAAPID) provides urgent advice for clinically stable patients with urgent medical conditions who need specialist consultation or transfer.

eConsult (previously called an Advice Request) is the name of the feature within Alberta Netcare eReferral for clinicians to seek specialty advice for a non-urgent question or when unsure if a referral would be appropriate.

### What if I have an urgent request for advice?

Urgent advice can be requested by calling RAAPID at one of the following numbers:

- North for patients north of Red Deer:
  - 1-800-282-9911 or 780-735-0811
- South for patients in and south of Red Deer:
  - 1-800-661-1700 or 403-944-4486

## **How do I access non-urgent telephone/electronic advice? Do I have to sign-up or register?**

Non-urgent telephone advice can be accessed either online or by calling one of the non-urgent telephone advice programs listed above. No registration or sign-up is required. A PraeID is needed to submit a request.

Non-urgent electronic advice can be accessed in Alberta Netcare eReferral through your regular login and submitting an eConsult. Instructions for set up can be found at [eReferral QR Update My Details](#).

## **Can I choose the specialist I speak with?**

No. Specialists responding to non-urgent advice requests will be part of a roster determined by the specialty.

## **How can I make sure a specialist can get in contact with me?**

For non-urgent telephone advice, you will be asked to provide a contact phone number when you submit your request with either ConnectMD or Specialist Link. The specialist will call you back at the number provided.

For non-urgent electronic advice, you will receive communication back from the specialist via Alberta Netcare eReferral. This is the same platform that will be used to submit the eConsult request.

## **I've requested non-urgent telephone/electronic advice, and a specialist has not returned my request. What should I do?**

If your request has not been answered within the specified timeframe, you can contact the program directly to assist you.

- ConnectMD – [request@pcnconnectmd.com](mailto:request@pcnconnectmd.com) or 1-844-633-2263
- Specialist Link – [specialistlink@calgaryareapcns.ca](mailto:specialistlink@calgaryareapcns.ca) or 403-910-2551
- eReferral – [access.ereferral@primarycarealberta.ca](mailto:access.ereferral@primarycarealberta.ca)

## **The specialty I am looking for is not listed with any specialty advice programs. How can I ask for it to be added?**

You can ask questions, share feedback, or provide suggestions using our [online form](#).

## Specialty advice – Specialist FAQs

### How is this work different than RAAPID or eConsult?

Referral, Access, Advice, Placement, Information & Destination (RAAPID) provides urgent advice for clinically stable patients with urgent medical conditions who need specialist consultation or transfer.

eConsult (previously called an Advice Request) is the name of the feature within Alberta Netcare eReferral for clinicians to seek specialty advice for a non-urgent question or when unsure if a referral would be appropriate.

### Will I receive a follow-up report after the call?

Per the [Canadian Medical Protective Association \(CMPA\)](#), it is expected that both providers involved in an advice call are charting on the encounter. Some programs (i.e., [ConnectMD](#)), do provide a call summary to providers.

### As a specialist, how can I get involved providing non-urgent advice?

Please connect in with your Zone Clinical Department Head or reach out to the program in your zone to explore options for providing non-urgent telephone and/or electronic advice.

Non-urgent telephone advice is available as follows:

#### North Zone

- [ConnectMD](#)

#### Central & South Zone

- *In development*

#### Edmonton Zone

- [ConnectMD](#)

#### Calgary Zone

- [Specialist Link](#)

Non-urgent electronic advice is available province wide via [Alberta Netcare eReferral](#).