

Primary Care Supports – GI Edmonton Zone



Timely access to gastroenterology (GI) specialty care is a significant issue across Alberta. Wait times for patients with non-urgent indications are well above acceptable levels, negatively impacting patient quality of life and outcomes. Strengthening integration of care between the primary care Patient Medical Home and GI Specialty Services in Alberta is vital to addressing this issue.

PROVINCIAL PRIMARY CARE PATHWAYS



- Guide the diagnosis and management of low-risk GI conditions within the Patient Medical Home
- Available pathways: [Chronic Abdominal Pain](#), [Chronic Constipation](#), [Chronic Diarrhea](#), [Dyspepsia](#), [GERD](#), [H. pylori](#), [Hepatitis C](#), [IBS](#), and [NAFLD](#)
- Pathways are available at ahs.ca/sharpgi, pcnconnectmd.com, and through the [Alberta Referral Directory](#) and [Netcare](#)
- For patients with these conditions, complete the pathway before considering a referral to a specialist
- All referrals for these conditions must be sent to SHARPGI*
- Referrals will not be accepted if the pathway has not been completed (unless alarm features have been indicated)
- Patient resources and pathways are included to help patients understand their care plan and support self-management

*See reverse for information on the SHARPGI program

TELEPHONE ADVICE



- Allows physicians and nurse practitioners to obtain advice from specialists on diagnosis and care of non-urgent patients within the Patient Medical Home
- Available in the Edmonton Zone through [ConnectMD](#) (1-844-633-2263)
- Calls are returned within two (2) business days
- This is a billable service for both the specialists and family physician



ELECTRONIC ADVICE



- eReferral Advice Request allows physicians to obtain advice from specialists on diagnosis and care of non-urgent patients within the Patient Medical Home
- Submit a question electronically through [Netcare](#)
- Receive a response within five (5) calendar days
- This is a billable service for both the specialist and family physician
- [Referring Provider - FAQ](#)



WE NEED YOUR HELP!

- ♦ Spreading awareness of primary care supports across the Zone
- ♦ Providing feedback on how primary care supports work for you
- ♦ Getting involved in new pathway development
- ♦ Collaborating with patients to develop education resources

For more information, contact

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SHARPGI

The Single Hub Access Referral Program for Gastroenterology (SHARPGI) is an initiative to streamline access for patients who need gastrointestinal care specialist care. SHARPGI is an AHS funded multi-phase improvement initiative between Primary Care and Edmonton Zone Gastroenterology.

WHY PATHWAYS?



- Guide the diagnosis and management of low-risk GI conditions within the Patient Medical Home
- Includes an evidence-based algorithm, links to local resources, references, and patient resources
- Developed to build capacity of primary care providers, improve appropriateness of referrals, and improve access for patients with higher-risk indications
- Reduce frustration with long wait times and time/cost/stress associated with access specialty care

GOALS OF SHARPGI



- To reduce care delays related to referral management and triage
- To improve patient care through referral quality and pathway integration
- To improve understanding between Primary Care and Edmonton Zone Gastroenterology

HOW SHARPGI WORKS

- When referring to SHARPGI for a pathway condition, referring providers are not required to complete a standardized form
- The SHARPGI team will triage patients based on the history provided by the provider and all available Alberta Netcare reports and documents
- The SHARPGI team will triage and close referrals that have not completed the pathway
- The pathways outline what needs to be included/finished prior to submitting a referral. Refer to the [Alberta Referral Directory](#) for required information/investigations.
- If any components are not appropriate for the patient, please indicate on the referral form
- SHARPGI accepts or closes most referrals within two (2) business days (no later than 5 days)
- An appointment is given for accepted referrals with two (2) weeks

SHARPGI Contact Information

- Telephone: 780-735-1624
- Fax: 780-670-3607
- Email: sharp@ahs.ca
- Hours: Monday-Friday 0700-1500

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- ♦ Telephone: 780-735-1624
- ♦ Fax: 780-670-3607
- ♦ Email: sharp@ahs.ca
- ♦ Hours: Monday-Friday 7:00 a.m. to 3:00 p.m.

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