

Alberta's Strategic Clinical Networks

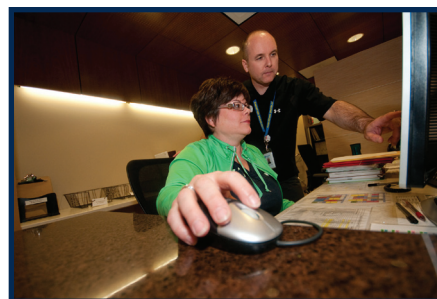
eReferral

The Goal

eReferral is an electronic system that will improve care-coordination and give patients and providers wait time information from across Alberta.

This single, standardized way of transferring patient information will help referring health providers send the right information. This initiative is aimed at improving patient access to care by streamlining the referral process and reducing wait times associated with incomplete referrals.

eReferral



The Process

eReferral allows for referrals to be submitted electronically through Alberta Netcare. This gives physicians and staff the ability to track the progress of the referral, improve communication between health care providers and patients and create a more efficient and effective process.

“ *It's easy to use, it's real time, you can see all the information and you don't have to worry about the referral getting lost.* ”

- Jackie Honey, referral coordinator for over 90 physicians at Sherwood Park Strathcona County Primary Care Network (PCN)

Hundreds of clinicians from primary and specialty care were engaged in the eReferral design, with information and awareness building occurring across Primary Care Networks (PCNs).

Launched in July 2014, this first phase of the roll-out automates referrals for three critical areas: hip and knee arthroplasty, breast cancer, and lung cancer. The intent is to continue to spread and scale the scope of this initiative to include other referral areas.

The Outcome

Conservative estimates suggest about 5 million fax based referrals are processed annually within AHS. Developing an Alberta-wide electronic referral system can improve access and inefficiency.

Evaluation is underway and early learnings show receiving sites have benefited by standardizing their business and clinical processes. To-date there have been approximately 1600 eReferrals with new users starting daily and existing users continuing to use eReferral.

The Team

This initiative is lead by the AHS Provincial Access team and is sponsored by both the Cancer SCN and the Bone & Joint Health SCN working in partnership with Zone Operational teams, primary care and specialty care providers.