



Alberta's Pathway Hub: Website optimization

- Alberta's Pathway Hub (the Hub) serves as the provincial source for trusted, evidence-informed clinical, patient and referral pathways. Learn more about [pathways here](#).
- To further improve the user experience and support provider needs, the Hub is being redesigned to centralize pathway resources into a single location and improve navigation, searchability and access to referral information.
- Changes to the Hub will go live on Oct. 6, 2026.

Why are things changing on the Hub?

- The Hub was created to reduce administrative burden but has received valuable feedback from providers that the current version has usability challenges, navigation concerns and limited search functionality.
- The changes being made directly reflect this feedback and are intended to help make the Hub providers' go-to site for referral and clinical information.

What is changing on Alberta's Pathway Hub?

Key enhancements include:

Topic	The Hub now	The Hub starting Oct. 6
How information is shown on the website.	Clinical pathways are individual PDF documents, requiring users to navigate between multiple files to locate relevant referral and clinical information.	Clinical pathway and referral information will be organized by topic and specialty, providing users with convenient access to all relevant information in a single location.
How to search for and find clinical, referral and patient pathways.	Clinical and patient pathways are organized by topic; however, referral instructions are embedded within larger referral pathways, requiring users to navigate through multiple documents and sections to find the information they need.	An enhanced search function will improve navigation by displaying the most relevant pathway content based on the user's search terms. Users will be able to quickly locate clinical, referral, and patient pathway information by entering a keyword, condition, or topic, providing faster access to relevant pathways and resources.

Alberta's Pathway Hub: 2026 Optimization

For more information, contact

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Topic	The Hub now	The Hub starting Oct. 6
Access to non-urgent, urgent, FAST, and emergency consultant information.	Providers currently access information within clinical and referral pathways, typically at the end of clinical pathways or the beginning of referral pathways.	Providers will be able to quickly and easily access information through the "I Want To" menu at the top of the page or directly within each Referral Reason, supporting timely patient care and decision-making.
Frequently updated content.	Clinical pathways are updated regularly. Printed or downloaded copies may become outdated over time, increasing the risk that providers use outdated treatment, management, or referral guidance.	Content will be maintained directly within the website, ensuring providers always have access to the most current clinical and referral information. This will reduce the risk of relying on outdated guidance and helps support the submission of complete and accurate referrals.
Information relevant to where users practice.	Information is not tailored based on a provider's location within the province, requiring users to review content that may not be relevant to their area of practice.	Information can be filtered to display only the content relevant to the geographic area in which a provider practices, reducing the need to navigate through unnecessary information. Providers will also be able to view information for other regions of the province by simply adjusting the location filter.

These enhancements support the ongoing goal of providing users with locally tailored tools to help Albertans access the right care, at the right time, close to home.

Watch our [video](#) to learn more.

How was the new redesign developed?

- The redesign was developed in consultation with Health Shared Services Information Technology (IT) and Innovation and Digital Solutions (IDS).
- The design has undergone Usability Testing with ~60 physicians, nurse practitioners, and clinic staff across Alberta. Stats include:



- **Success rate:** 40% more participants were able to complete a task using the new designs compared to the original.
- **Time on task:** 80% reduction in the amount of time it took to complete a task from 1st prototype to 2nd prototype (could not assess the original due to high failure rate).
- Hear what healthcare providers who participated in usability testing have to say in this [video](#).

What will happen to the current PDFs and URLs already on the Hub?

- All URLs from the current Hub will be redirected to the main search page of the new Hub. Starting Oct. 6, search for the name of the condition, topic, specialty, body part, or body system to find the information in the updated format.
- The new Hub replaces the need for PDFs of clinical, referral and patient pathways. Instead, content will be directly on webpages to help ensure providers are always accessing the most current information to support the care of patients.

Can I request a demonstration or more information on changes coming to the Hub?

- To request a demonstration of how to use the new Hub, or for more information, please email albertapathways@primarycarealberta.ca.

