Alberta Health Services

Consultant User Guide
Alberta Referral Directory (ARD)

Updated: June 2019

Alberta Referral Directory
Your online source for referral information

The Alberta Referral Directory(ARD)

The Alberta Referral Directory (ARD) is Alberta Health Services' designated system of record for referral information. The ARD eases the complexities of the referral process by eliminating the need to search, update and publish documents in multiple places throughout the province. The directory is comprised of service and consultant demographics, referral guidelines, referral forms and detailed instructions to facilitate referral acceptance without delay.

Updating your consultant profile

Follow the three steps below to update your profile. If you require assistance, email the ARD Administrator at ard@ahs.ca or call toll free 1-855-889-8899.

STEP 1: register to edit

A. Visit **albertareferraldirectory.ca**

B. Click 'Edit'

C. Click 'Consultant' and then 'Register'

D. Enter the required information including your CPSA number

E. A temporary password will be immediately emailed to you and will **expire within 24 hours** from time of receipt

F. Login to your account with your temporary password and create a new password
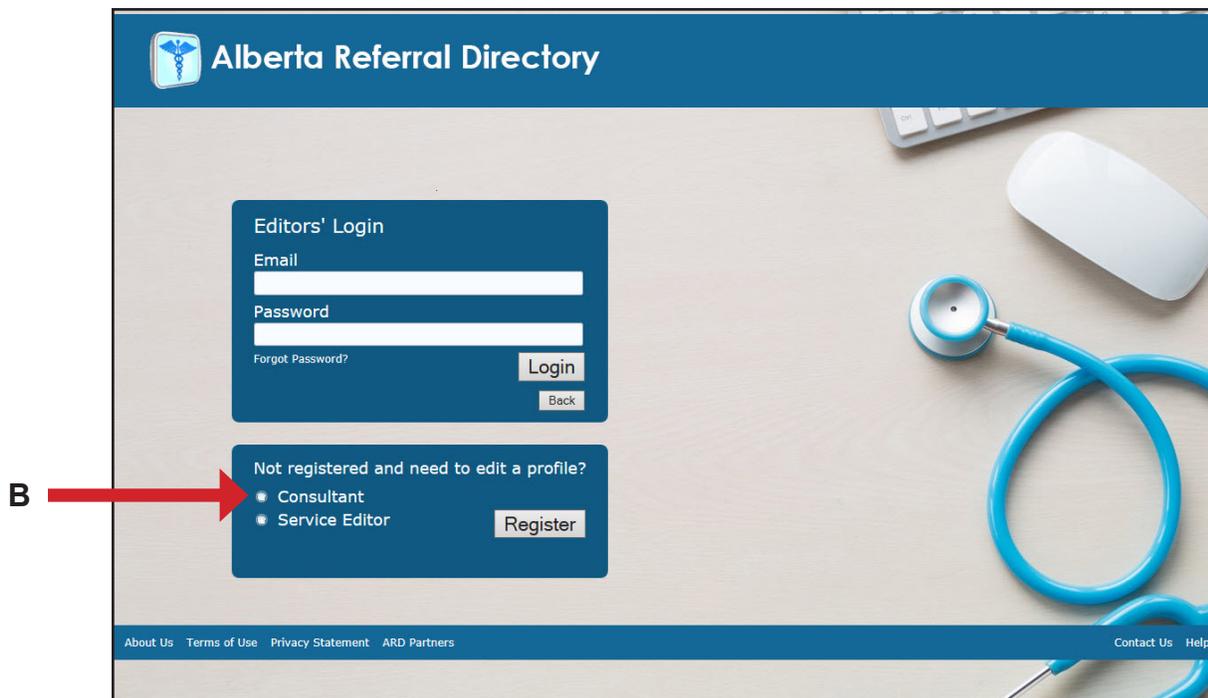
Note:
- You must have a current CPSA number to register for a consultant account
- @ahs.ca & @albertahealthservice.ca are not interchangeable when used as your user name
- Please do not share your login information
- The ARD does not allow an email address to be associated with multiple accounts; therefore, each account requires its own unique email address.

Step 2: review and edit your profile

A. Click 'My Profile'

A

Alberta Referral Directory

Provider Search | My Profile | My Delegates | My Account

B. Click 'Edit Consultant Profile'

B

♂ **Hans Pedersen** EDIT CONSULTANT PROFILE ___ updated: _____ | Practice Status: Licensed
CPSA #: ___ HSPID: ___ Profile Status: ___ | Currently accepting referrals

C. Update your information and save

C

♂ Edit Consultant information for **Hans Pedersen** | Practice Status: Licensed

NAME (As they appear on the CPSA Register)

First name * | Middle name *(optional)* | Last name * | Suffix *(opt.)*
Hans | | Pedersen |

Preferred name *(optional)* | Former name *(optional)* | Gender
| | Male

SPECIALTIES *

Specialty | Pediatrics | (remove)

Accepting consultations for

Available Areas of Interest | Selected Areas of Interest | (Edit Selected)
Aboriginal Health | Pediatric Asthma
Abusive Head Trauma
Adolescent Congenital Heart Disease
Adolescent Medicine
Adolescent Psychiatry

Add new area of interest | ADD

+ **Add** another specialty

NOTES

- patients from 0-17 years of age

SITES PROCEDURES PERFORMED AT

South Health Campus *(remove)*
Select a procedure site | ADD

CONTACT INFORMATION

Phone *(optional)* | Fax *(optional)*
403 875-5656 |

LANGUAGES SPOKEN

English *(remove)*
Select a language | ADD

CPSA number

ADMINISTRATIVE

Profile Status
Data compiled by ARD tea | Send Review Email
Sent for Review

Profile status comment

Size

Cancel | SAVE

Step 3: review, add and remove linked services

A. Review the services that are linked to your profile (if applicable). Linked services are listed under your profile; to review, click on each service.

B. Ensure your linked services are accurate and remove any services where you do not accept referrals by clicking 'Remove'

C. Link additional services where you accept referrals by clicking '+Add a Service'

D. Type the service you are associated with by clicking 'Search'

E. Select your desired service

F. Click 'Link this Service to the Profile of' (located at the top of the profile) and select "Ok" in the message pop up box

> Note: By linking to a service, you are confirming that all the information listed is accurate and you are agreeing that the standardised business processes documented in the profile are followed by your practice. If you have exceptions to the service's processes, please note these in your profile under 'Notes'. This option is to be used for true exceptions - not opt-outs.

G. Indicate if you accept referrals by clicking 'Edit' (in the green box that says estimated time to routine appointment) and then click 'Not Accepting Referrals', if applicable. The service will still be linked to your profile, however, it will show that you are not accepting referrals. The default is set to accepting.

Request new service/request a change to an existing service

If you cannot locate a service, send a request for a new service by clicking 'My Profile' and select '+Add a Service', type the service name into the search and if it does not appear in the results, click 'Request A New Service/Location' and the ARD Administrator will contact you. The ARD accepts all AHS and private services that are referral based.

Consultants are not able to edit service profiles. To request changes, select 'Edit Service Information' and the ARD Administrator will send it to the appropriate department. Please contact the service's operational manager prior to contacting the ARD.
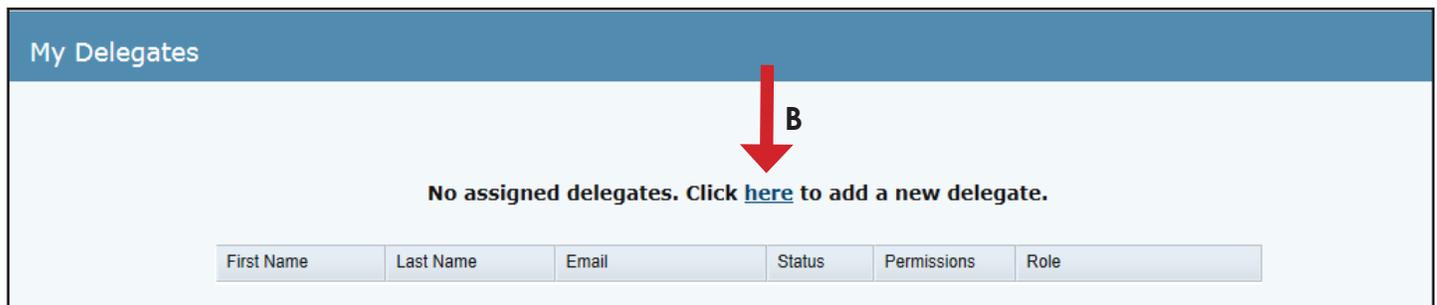
Options for managing your profile - adding a delegate

A delegate is a person appointed by a consultant to act on their behalf. Once a delegate has been activated they can edit and link your profile to services listed in the ARD. You can add more than one delegate to manage your ARD profile. It is the consultant's responsibility to oversee their delegate(s) and ensure their conduct is appropriate.

A. Select 'My Delegates'. Any delegates assigned to your profile will appear.

A

Alberta Referral Directory

| Provider Search | My Profile | My Delegates | My Account |

B. Click 'here' to add new delegate

My Delegates

B

No assigned delegates. Click here to add a new delegate.

First Name	Last Name	Email	Status	Permissions	Role

C. Enter the first and last name and click 'Search'

D. If there are no results, select "Click Here' to create a new user for the delegate. A temporary password will be automatically be sent to the email address of the delegate.

Delegate status

Consultants can delete delegates and edit permissions. In the 'My Delegate' tab, select the delegate you wish to edit and click on their name. A new page will appear where you can edit their permissions. You can provide your delegate(s) with one of the following permissions:

• Search: Delegate can search in the ARD for other consultants and services. No editing rights.

• Edit: Delegate can edit their consultant's profile and search for other consultants and services.

• Suspend: Delegate has no access to the consultant profile. Only the consultant or ARD administrator can change the status.

• Deactivate: Consultant can remove and delete the delegate.

Current Permissions	Change Permissions		Suspend	Deactivate
	Search	Edit		
Edit	○	○	○	◉

Save   Cancel

4.