

Alberta Referral Directory (ARD)

Frequently Asked Questions

Q. What is the Alberta Referral Directory? The Alberta Referral Directory (ARD) is Alberta Health Services' official information source for referral-based health services. The directory is comprised of service and specialist demographics, referral guidelines, referral forms and detailed instructions to facilitate referral acceptance. The directory eliminates the need to search, update and publish documents in multiple places throughout the province.

Q. Why use the ARD? Having updated referral information in a single source increases the likelihood of sending and receiving appropriate referrals with completed investigations and spending less time resubmitting and redirecting referrals. The ARD can help to reduce workload burden, save time, reduce operating costs and improve patient satisfaction and safety.

Q. Can the public view ARD content? Yes. The ARD is accessible via the internet, but it will not be promoted to the public at this time.

Q. How do I find the referral information I am looking for? Click on the 'Service' filter to search for a health services profile or click the 'Specialist' filter to search for a specialist profile. Try the filters on the left to refine your search. If you need help, there is a link to ARD search tips at the bottom of the webpage or email ard@ahs.ca.

Q. What information do specialist profiles contain? The information listed in specialist profiles originates from the College of Physicians and Surgeons of Alberta (CPSA) and the Alberta Health Provider Registry. Profiles are updated by specialists and/or their delegates to include:

- Areas of specialty
- Interests
- Site services performed at
- Associated services
- Contact information, languages spoken and notes

Specialists are encouraged to link their profiles to the services where they practice and indicate if they are accepting referrals at each location.

Q. What information do service profiles contain? AHS services that accept referrals are listed in the ARD and originate from InformAlberta. Service Editors update their profiles to include:

- Referral guidelines that include reasons for referral, required investigations and information
- Referral processes and forms
- Approximate routine wait times and eligibility requirements
- Service communication turnaround targets
- Patient maps, directions, parking information, hours of operation and missed appointment guidelines

Q. Can private and community services be listed in the ARD? Any service that provides a physical, mental, or emotional health care option for Albertans (and meets ARD profile criteria) can request to be listed by completing a service profile request form at ahs.ca/ard.

Q. How do the ARD and Connect Care work together? Connect Care and the ARD are partnering to ensure that healthcare providers can easily access the ARD referral information when sending referrals in Connect Care. The goal is for providers to have the right decision support resources at their fingertips.

Q. Can you send a referral from the ARD? No. The ARD provides all of the information required to make a complete and appropriate referral, but you cannot submit a referral from the ARD.

Q. Can patients self-refer using the referral forms in the ARD? While a small number of the services in the ARD indicate that self-referrals from patients are accepted, the majority will require a healthcare professional to initiate the referral. If a service does not indicate self-referrals are accepted, patients should contact their family physician or call Health Link at 811 for assistance.

Q. How accurate are the wait times listed in the ARD? The wait times listed in the ARD are estimates for routine appointments only. They are not guaranteed and may change without warning. Urgent and Emergent wait times are not included in the ARD.

Q. How do I register for a service editor account?

- Go to albertareferraldirectory.ca
- Click 'Edit'
- Click on 'Service Editor' and then 'Register'
- An ARD Administrator will verify your information and will send you a temporary password to complete your account set-up.
- Login with your temporary password to access your account
- Create a new password
- Search, select your profile, click 'Edit Referral Information', if **Individual** Referral Process is highlighted, start editing!
- If it has a Common Referral Process, please email ard@ahs.ca before you start editing

Q. How do I register for a specialist account?

- Visit albertareferraldirectory.ca
- Click 'Edit'
- Click 'Specialist' and then 'Register'
- Enter the required information including your CPSA number
- A temporary password will immediately be emailed to you and will expire within 24 hours from time of receipt
- Login with your temporary password to access your account
- Create a new password
- Start editing!

Q. How can I get assistance?

- Contact us toll free at 1-855-889-8899, Monday – Friday, 8:00 a.m. – 3:00 p.m. or email us at: ard@ahs.ca.
- Invite the ARD to your next meeting for a demonstration
- The ARD Service Editor Guide and Specialist User Guide are available for AHS staff on Insite by searching ARD.