

Practice Management Nuggets© Learning Resources Guide

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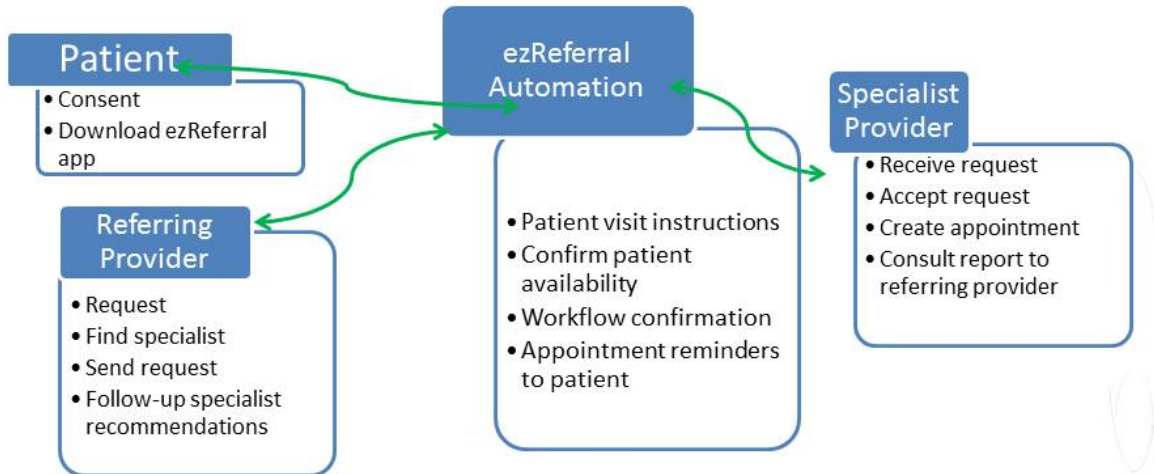
Patient Referral Management

1. The traditional patient referral process includes:
2. **Starting in January 2017**, physicians in Alberta must meet new timeframes for acknowledging and responding to referral requests. If you are asked to consult on a patient, you will have:¹
 - **7 days** to acknowledge receipt of the request to the referring healthcare provider.
 - **14 days** to let the referring healthcare provider know whether you can accept the referral.
 - **14 days** to contact the patient to schedule an appointment or to confirm the status of the referral, if no appointment date has been determined.
 - **30 days** to provide the referring healthcare provider with a written report after your first appointment with the patient.
 - **Consulting physicians** will also need to be reasonably available to respond to referral requests and ensure their process is accessible.
 - **Referring physicians** will have to make sure they include all pertinent clinical information (including relevant investigation results) and purpose of the consultation with their request, to enable the consulting physician to determine whether he/she can accept the referral within the mandated 14-day timeframe.

¹ College of Physicians and Surgeons of Alberta

3. ezReferral Workflow

ezReferral Workflow



4. ezReferral Project Management Time Line

Ez Referral Project Management Time Line



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Free Demonstration Webinar - Discover how ezReferral can save you time, money, and your reputation with streamlined patient referral management. Register right away - www.ezreferral.org and also access your **1 month free trial**.



Other Resources

College of Physicians and Surgeons. [LET'S TALK ABOUT...REFERRAL CONSULTATION, http://www.cpsa.ca/lets-talk-about/](http://www.cpsa.ca/lets-talk-about/)

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