

## My Personal Records – Referrals Information Release

### Status Field mapping

The following table shows the naming of statuses in the Netcare eReferral System and how these statuses appear to patients / Albertans in the Referrals tool in My Personal Records.

Status in Netcare eReferral System	Status as appears in My Personal Records
Clerical Triage in Progress	Submitted
Waiting for Clinical Triage	Received
Clinical Triage in Progress	In review
Accepted	Accepted by specialist
Waiting for appointment	Queued for appointment
Waitlisted	Queued for appointment
Appointment booked	In progress
Appointment missed	Appointment missed
Completed	Completed
Redirected	Being assigned to provider
Cancelled	Cancelled
Declined	Declined
Deferred	Deferred
Response in progress	In progress

### Status Reason mapping

The following table shows how status reasons appear in the Netcare eReferral System and how these status reasons appear to patients / Albertans in the Referrals tool in My Personal Records.

Status Reason in Netcare eReferral System	Status Reason as appears in My Personal Records
Requested information has been provided	Specialist clinic is working on your referral
Requested information no longer required	Specialist clinic is working on your referral
Requested information in error	Specialist clinic is working on your referral
Will contact patient to rebook	Patient will be contacted to reschedule
Re-refer patient to rebook	Missed appointment will not be re-booked
Patient will not be rebooked and is returned to your care	Missed appointment will not be re-booked
Fee required to rebook patient	Missed appointment fee due before re-booking
Patient attended appointment	Consult outcome sent to the referring provider
Consult letter sent	Consult outcome sent to the referring provider
Consult Letter Sent and Available on Alberta Netcare Portal	Consult outcome sent to the referring provider
Lab results sent	Consult outcome sent to the referring provider
Lab results sent and available on Alberta Netcare Portal	Consult outcome sent to the referring provider

Status Reason in Netcare eReferral System	Status Reason as appears in My Personal Records
Assigned to requested service	Referral is being assigned to the most suitable specialist
Assigned to next available service	Referral is being assigned to the most suitable specialist
Assigned to local service based on patient address	Referral is being assigned to the most suitable specialist
Requested service is not accepting patients at this time	Referral is being assigned to the most suitable specialist
Requested service does not see this clinical presentation	Referral is being assigned to the most suitable specialist
Previous service returned referral due to limited capacity	Referral is being assigned to the most suitable specialist
Previous service returned referral due to referral reason	Referral is being assigned to the most suitable specialist
Referral no longer needed	Referral no longer needed
Patient has been unsuccessful attending appointments	Patient is unavailable or has declined the service
Unable to contact patient	Patient is unavailable or has declined the service
Unable to contact patient /guardian	Unable to contact patient or guardian
Patient has declined service	Patient is unavailable or has declined the service
Patient deceased	Referral no longer needed
Incorrect referring provider added to form	Cancelled (added in error)
Referral created against incorrect patient	Cancelled (added in error)
Other medical considerations	Patient is not yet ready for specialist care
Social factors	Patient is not yet ready for specialist care
Functional limitations	Patient is not yet ready for specialist care
Called requesting provider- emergent/ urgent request	Referral is being reviewed by clinical team <b>OR</b> Patient to be sent for urgent service
Continue managing within your scope of practice	Referral is being reviewed by clinical team <b>OR</b> Specialist has provided advice for next steps
Referral required - refer to the provider of your choice	Referral is being reviewed by clinical team <b>OR</b> Specialist has provided advice for next steps
Referral submitted on your behalf	Referral is being reviewed by clinical team <b>OR</b> Specialist has provided advice for next steps
Additional Information not provided, unable to provide advice	Referral is being reviewed by clinical team <b>OR</b> Specialist did not receive enough information to continue with the referral
Called requesting provider - routine	Referral is being reviewed by clinical team <b>OR</b> Specialist has provided advice for next steps
Clinical review/triage completed	Referral is being reviewed by clinical team
Received date entered in error	Referral is being reviewed by clinical team
Other	Referral is being reviewed by clinical team
Advise redirect to RAAPID (urgent)	Referral is being assigned to the most suitable specialist
Advise redirect to another service not on FAST	Referral is being assigned to the most suitable specialist

<b>Status Reason in Netcare eReferral System</b>	<b>Status Reason as appears in My Personal Records</b>
Advise redirect to WCB	Referral is being assigned to the most suitable specialist
Advise duplicated	Duplicate referral
Advise specialist not available	Referral is being assigned to the most suitable specialist
Advise referral declined. Referring provider to resubmit a new referral with required information	Referral waiting for additional information
No reason for referral	Referral waiting for additional information
No referral letter	Referral waiting for additional information
Missing mandatory information	Referral waiting for additional information