

# Alberta Referral Directory

## Overview

### What is the Alberta Referral Directory?

The Alberta Referral Directory (ARD) is Alberta Health Services' (AHS) and Connect Care's official designated source for referral information in Alberta. 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 healthcare service information, specialist demographics, referral guidelines, referral forms, and detailed instructions to facilitate referral acceptance without delay.

### Background

Alberta Health Services, Alberta Health, and the Alberta Medical Association developed the ARD, and is now administered by Path to Care. This AHS program has dedicated resources to support ongoing ARD user experience enhancements, quality assurance initiatives, education, and customer service support.

### Access

Healthcare providers can readily access the ARD at [albertareferraldirectory.ca](http://albertareferraldirectory.ca). Users are not required to log in to search and view content, making it easier to find the right services for patients.

### Searching in the ARD

AHS recently redesigned the ARD search page to make it easier for healthcare providers to find the referral information they are looking for. For more information about these changes check out the [ARD Search Tips](#) and [ARD FAQ](#) documents.

### ARD Audiences

ARD users are healthcare providers who send referrals and healthcare providers who receive referrals.

### ARD Profiles

There are three types of ARD profiles: specialist profiles, healthcare service profiles and central access healthcare service profiles.

### Specialist Profiles

The information listed in specialist profiles originates from the College of Physicians and Surgeons of Alberta via the Alberta Health Provider Registry. Profiles are updated by specialists and/or their delegates to include:

- Specialties and areas of interest
- Site services performed at
- Associated healthcare services
- Contact information
- Languages spoken and notes
- Notes

## Healthcare Service Profiles

AHS healthcare services that accept referrals are listed in the ARD and originate from Inform Alberta. Private services can also be listed by completing a service request form at [ard@ahs.ca](mailto:ard@ahs.ca). Managers are encouraged to update their profiles to include:

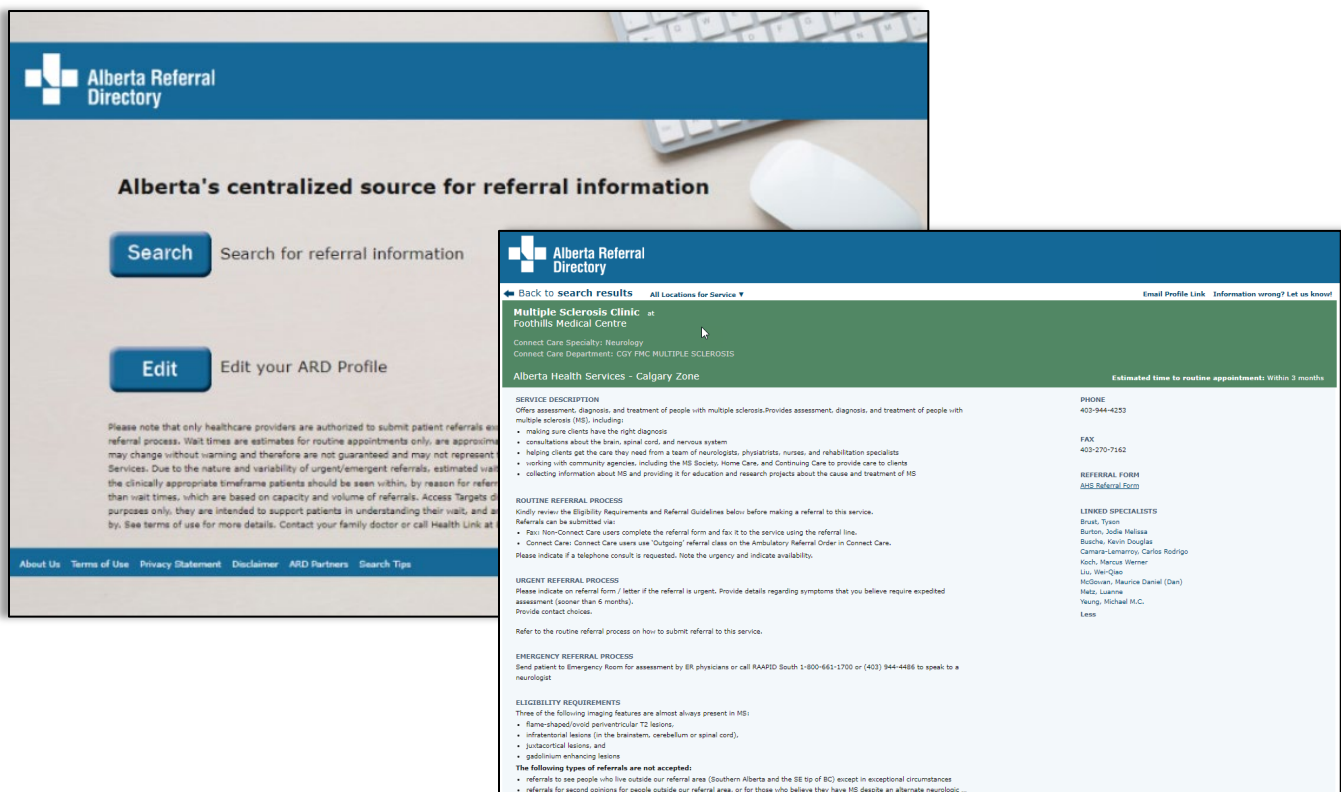
- Referral guidelines: reasons for referral, required tests/ investigations, and information
- Referral processes and forms
- Approximate routine wait times and eligibility requirements
- Communication turnaround targets
- Patient Appointment Information which is designed to be printed or emailed.

## Central Access Healthcare Service Profiles

The ARD recently released a new central access profile that helps to better reflect central access referral processes, making it clearer for providers as to how and where to send referrals. These profiles will contain links to the locations where the services are provided, so referring providers can obtain relevant information specific to that service e.g., directions and parking maps. The locations will be linked in a phased approach.

## Assistance

- Call 1-855-889-8899, Monday – Friday, 8 a.m. – 3 p.m.
- Email [ard@ahs.ca](mailto:ard@ahs.ca)
- Visit [ahs.ca/ard](https://ahs.ca/ard) for more information and resources



The screenshot displays the Alberta Referral Directory interface. On the left, there is a search bar with a 'Search' button and an 'Edit' button for ARD profiles. The main content area shows search results for 'Multiple Sclerosis Clinic at Foothills Medical Centre'. The results include contact information (phone: 403-944-4253, fax: 403-270-7162), a list of linked specialists (e.g., Brett Tyson, Barton Jade Malissa, Busche Kevin Douglas), and detailed service descriptions under 'SERVICE DESCRIPTION', 'ROUTINE REFERRAL PROCESS', 'URGENT REFERRAL PROCESS', and 'ELIGIBILITY REQUIREMENTS'. A note at the bottom states that referrals to see people who live outside the referral area or for those who believe they have MS despite an alternate neurologic diagnosis are not accepted.