

Alberta Referral Directory (ARD)

Search Tips

Q. How do I access the Alberta Referral Directory (ARD) search page?

- Visit [AlbertaReferralDirectory.ca](https://albertareferraldirectory.ca)
- Click 'Search' to be directed to the search page

Q. How do I search for a healthcare service?

- Select the 'Healthcare Service' button above the search bar
- Enter either the service name, specialty, or reason for referral
- Click 'Search'
- Filter by city/town or reason for referral to refine your results

Q. How do I search for a specialist?

- Select the 'Specialist' button above the search bar
- Enter either the name of the specialist or a specialty
- Click 'Search'
- Filter by specialty, linked location, or gender to refine your results

Q. How do I search for a central access healthcare service profile?

Central access services accept referrals on behalf of one or more dependent departments. Dependents will eventually be linked to central access service profiles and will appear in the same search results listing.

- Select the 'Healthcare Service' button above the search bar
- Enter the name of the central access service and be sure to include the words "central access"
- Click 'Search'
- Filter by city/town or reason for referral to refine your results

Q. How do I search for Connect Care referral information in the ARD?

Each Connect Care department (that accepts referrals) is slated to have a corresponding ARD profile as Connect Care launches across the province. If a Connect Care department and an ARD profile have been linked, the ARD profile can easily be found near the top of the ARD search results.

- Select the 'Healthcare Service' button above the search bar
- Enter the Connect Care Department name
- Click 'Search'

Q. How do I search for Facilitated Access to Specialized Treatment (FAST) referral information in the ARD?

The ARD lists FAST profiles for each surgical specialty as this [program](#) is launched across the province.

- Select the 'Healthcare Service' button above the search bar
- Enter either FAST or the surgical specialty you are looking for
- Click 'Search'

Q. What are some examples of services, specialties, and reason for referral?

- Services: Multiple Sclerosis Clinic and Gastrointestinal Services - Outpatients
- Specialties: cardiology and urology
- Reason for referral: headache and abdominal pain

Q. I am not getting the results that I am looking for. What else can I try?

- Be specific and limit the number of words per search
- Watch out for spelling errors and avoid extra spaces
- Try using synonyms, alternate spellings, and alternate names
- Email ard@ahs.ca for assistance

Q. Why does the ARD show search results that I did not specifically search for?

There are many factors that affect how the search results are populated such as key words, reason for referral relevancy scores, synonyms, alternative naming conventions etc. Like other search engines, the top results will most closely match what you are looking for.

Q. Why do the search results look different now?

Alberta Health Services (AHS) recently redesigned the ARD to make it easier for healthcare providers to find the referral information they are looking for. Some of the changes include:

- Condensed healthcare service search results: results are populated by service (rather than service at location) thus reducing the number of search results that users need to review before finding the correct service they are looking for.
- Condensed specialist search results: specialists now appear in one search listing versus appearing in multiple service-related search listings.
- New search results labels that are displayed with their applicable profiles: Healthcare Service, Healthcare Service with Multiple Locations, Central Access Healthcare Service and Specialist.
- New central access service profile: this profile type distinguishes central access service profiles from non-central access service profiles. It highlights important central access referral information and will link to its associated dependent department profiles.
- New dependent department profile: this profile type contains location specific information such as addresses, linked specialists, websites, and directions. It will be linked to its associated central access profile.
- For more information about these changes check out the [ARD FAQ](#).