

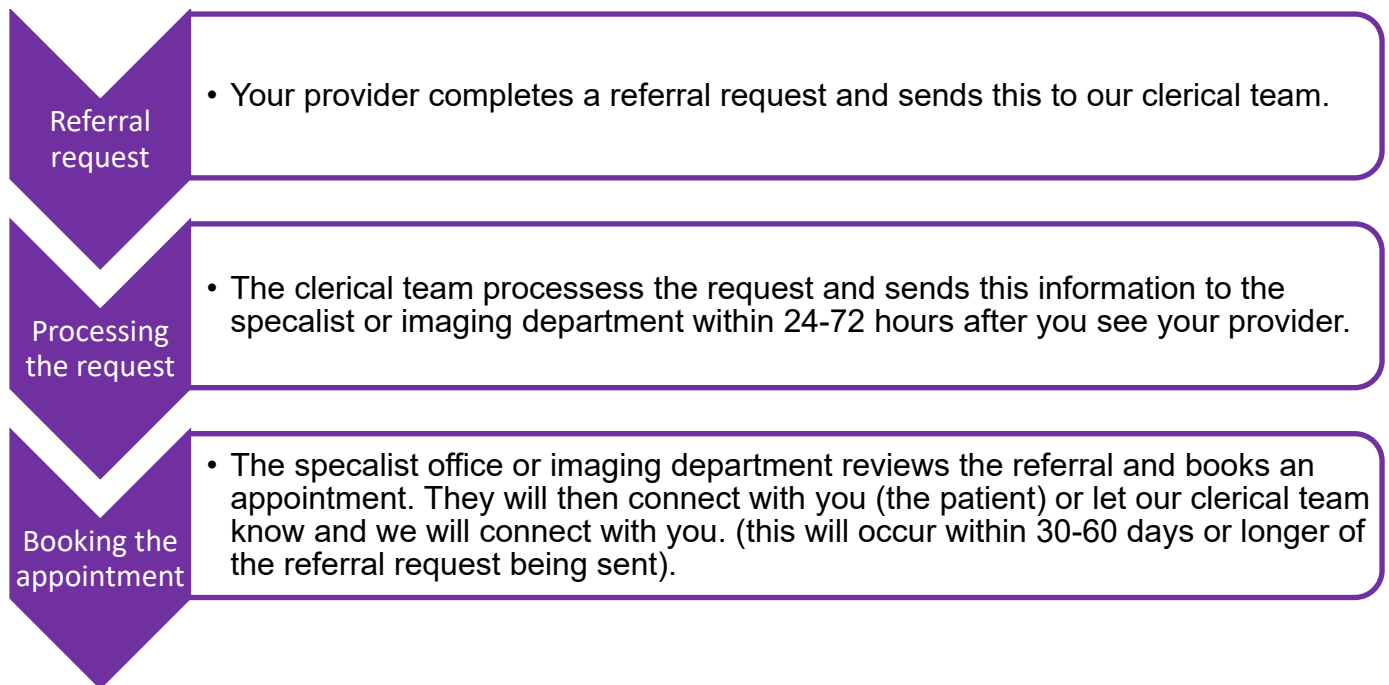
Referral Frequently Asked Questions

Waiting to hear about a referral can be tough. Here are some questions to help you understand the process.

What is a referral?

A referral is when your doctor or nurse practitioner asks another group of medical professionals to help you with a health issue or to do a test. Your doctor should tell you what they are referring you for and where they are sending the referral.

I saw my doctor/nurse practitioner and they said I need to see another doctor (specialist) or go for a special test. What happens next?



Is there an electronic way for me to view the status of my referral?

Depending on where you were referred and for what service, you may be able to see the status of your referral online using the patient platform called MyChart. In order to do this you need sign up and create an account. [Click here to learn more about MyChart](#). If you are referred to services within St. Michaels Hospital, St. Joseph's Hospital, or Providence Healthcare, you should see updates about your referral and specialist appointment though the MyChart platform.

How long should I wait to hear about a referral before contacting the Family Health Team?

Wait times to hear back about a referral can vary. It can take between 30- 60 days to hear back about your referral, sometimes even longer depending on what you are being referred for.

We ask you wait a full 30 days before contacting us to check in on the status of your referral. Please also check your email inbox, voicemail, mail box and your MyChart profile for updates.

What can I do to help with this referral process?

Please make sure we have all your current information when your provider is sending a referral. This includes your mailing address, phone number and email address. We are moving towards email communication, so please be sure to check your junk mail if you are waiting to hear from us.

Unfortunately there is no standard way to communicate with you about your referral. This is due to many factors. We are doing our best to work with specialist offices to improve the process and create better communication pathways. We appreciate your patience and understanding as we do this.