

Alberta Netcare Portal – Changes

This Document outlines changes to Alberta Netcare Portal (ANP) as a result of the November 3rd Connect Care wave 1 go live. To view details, click on the hyperlinks in the table of contents below.

Netcare Portal Changes	2
1. Connect Care Notes (Transcribed Reports) Available in Netcare	2
2. Connect Care Data Available in Netcare	2
3. New Provider and Site Names	2
4. Cancelled Connect Care pdf's Reports are not viewable in Netcare	3
5. Connect Care Admission date remains after patient transferred	3
6. Removal of Edmonton Flowsheet	4
7. Provincial MRN (pMRN) added as a Patient Search Identifier Type	4
Known Issues	5
1. Outpatient Consult Letters NOT Available in Netcare	5
2. ED Provider Note does not have discharge instructions	5
3. Pdf report display problems	6
4. Lab display issues	7
5. Muse reports missing site ID in title	7
6. Functionality not available through Hyperspace and Epic Link	8
7. Printing errors within Hyperspace	9

Please visit the [Alberta Netcare Portal Release website](#) for the full details including the *Release Notes* and *additional Quick References*.

[Connect Care notes](#)

[Alberta Netcare Portal Data Availability Table](#)

[Connect Care Notes to Netcare Impacted Departments](#)

Netcare Portal Changes

1. Connect Care Notes (Transcribed Reports) Available in Netcare

Description:	Transcribed reports from wave 1 sites to Netcare
Details:	<p>Connect Care uses a Notes function to send reports such as History & Physicals and Progress Notes to Netcare. A complete list of Connect Care notes which are sent to Netcare is available here.</p> <p><i>*Note: With the implementation of Connect Care on November 3, 2019, some Outpatient Consult Letters (i.e., Summative Findings) will NOT be viewable in Netcare. However, fax and / or mail will continue to distribute consult findings directly to the referring Physician.</i></p> <p>Details about the departments at Connect Care wave 1 sites that may be impacted is available here.</p> <p>See more details below in Known Issues.</p>

2. Connect Care Data Available in Netcare

Description:	Changes to data that is available in Netcare for wave 1
Details:	<p>The Alberta Netcare Portal Data Availability Table (DAT) has been updated to reflect changes in how the following data from wave 1 sites is sent to Netcare.</p> <ul style="list-style-type: none"> • Lab • Diagnostic Imaging • Pulmonary Function Tests (PFT) • Patient Event History <p>1 page summary DAT for Connect Care changes: ANP Data Availability from Connect Care Full list of data available in Netcare: Alberta Netcare Portal Data Availability Table</p> <ul style="list-style-type: none"> • Netcare will now receive bed to bed transfer events from previous Tandem wave 1 sites via Connect Care • Massive Hemorrhage Protocol (MHP) Orders are new to Netcare

3. New Provider and Site Names

Description:	New Provider and Site names have been created which will be used in addition to existing provider and site names.
Details:	New provider names have been created with the suffix "[Connect Care]" These new provider names need to be added to any existing Care Groups that users have previously set up.

- This affects locations within Netcare where users search for providers such as Provider Search and My Details- Care Group settings

Doctor Popup Search - Care Group Attribute

Last Name: First Name:

Provider

- Ausford, Allen / Ausford, Allen
- Ausford, Allen / Ausford, Allen
- Ausford, Allen E / Ausford, Allen E
- Ausford, Allen E / Ausford, Allen E
- Ausford, Allen E. / Ausford, Allen E.
- Ausford, Allen / Ausford, Allen [Connect Care]
- Ausford, Allen / Ausford, Allen [Connect Care]

Site names have been augmented with location acronyms to differentiate new site names from existing ones.

- Current site name - **University of Alberta Hospital, Edmonton** –
- Connect Care site name - **EDM WMC University of Alberta Hospital, Edmonton**

The new Site and Provider names will be displayed in the Event History

Site	Case Type	Program	Provider	Admission	Discharge
EDM WMC University of Alberta Hospital, Edmonton	Inpt	Orthopedics	Cinats, John [Connect Care] (Effective: 12-Aug-2019)	12-Aug-2019 13:24	
University of Alberta Hospital, Edmonton	Inpt	Orthopedics	Cinats, John (Effective: 12-Aug-2019)	12-Aug-2019 13:24	14-Aug-2019 13:15 Discharged With Approval

4. Cancelled Connect Care pdf's Reports are not viewable in Netcare

Description: If a Connect Care pdf formatted report is cancelled the original report cannot be displayed.

Details: Cancelled reports will display similar to Community Reports in Netcare. If the original reports is not available, a cancel reason will be given, a message is displayed telling users the report has been retracted and contact information is provided in the event a copy of the report is required.

5. Connect Care Admission date remains after patient transferred

Description: Initial Admission date in Event History remains after the patient has been transferred from emergency.

Details:

When a patient is transferred from Emergency to Inpatient the Admission Date and time for Inpatient event will show the same date as the patient was admitted in ED. This is as designed in Connect Care.

	Site	Case Type	Program	Provider	Admission	Discharge
+	EDM WMC University of Alberta Hospital, Edmonton	Inpt	Critical Care	Cardiologist, First [Connect Care] (Effective: 23-Jul-2019)	23-Jul-2019 10:22	23-Jul-2019 10:42 Home
+	EDM WMC University of Alberta Hospital, Edmonton	Emerg	Emergency Medicine	[Connect Care] (Effective: 23-Jul-2019)	23-Jul-2019 10:22	23-Jul-2019 10:30 Takeover To Inpatient

6. Removal of Edmonton Flowsheet

Description:

The Edmonton flowsheet has been replaced by the Lab Flowsheet Provincial

Details:

With the introduction of Connect Care data in the Edmonton zone, the Edmonton flowsheet no longer contains all labs in the zone. The EDM-Flow has been removed and results will be available on the Lab Flowsheet Provincial, which has been created to combine lab data from Edmonton, Rural, Calgary and Connect Care repositories into one consolidated flowsheet.

The screenshot shows the Netcare portal interface. At the top, there is a navigation bar with tabs: Limited Documents, All Documents, Flowsheets, Patient Event History, Immunization History, Medications, Create Referrals, View Referral, and DMS GUI. The 'Flowsheets' tab is selected. On the left, a sidebar menu lists: Flowsheet Welcome Page, Lab Flowsheet-Provincial, Acute Lab Flowsheet-Provincial, AHS-Cal Flows, and AHS-Rural Flows. The main content area displays a welcome message: 'Welcome to Flowsheets, please select the desired flowsheet from the menu on the left'. Below this, it states: 'Lab data from Edmonton, Rural, Calgary and Connect Care repositories has been combined onto the Lab Flowsheet-Provincial and Acute Lab Flowsheet-Provincial to decrease the clinical risk that results, which display across multiple flowsheets are missed. Zonal flowsheets for Rural and Calgary will be removed as the Connect Care waves progress.'

7. Provincial MRN (pMRN) added as a Patient Search Identifier Type

Description:

New provincial patient identifier (pMRN) will be listed on the Patient Search in the Identifier Type list.

Details:

The new pMRN is listed on the Patient Search in the Identifier Type list. It is searchable within the Patient Search the same as all other MRN's.

Search for a Patient
Patient Search Select a favourite search ▼

Identifier	PHN / ULI	
Identifier	Provincial MRN	
Type	-----AHS-EDMONTON-----	
Last Name	Alberta Hospital (AHE) MRN	-- Month -- <input type="text"/> Year <input type="text"/>
First Name	Fort Sask Health (FSH) MRN	Female <input type="checkbox"/> Male <input type="checkbox"/> X <input type="checkbox"/>
Middle	Grey Nuns/Edmonton General (GNH/EGH) MRN	
Name/Initial	Leduc (LCH) MRN	
	Misericordia/Villa Caritas (MCH/VC) MRN	
	North East/Strathcona/East Edmonton (NEC) MRN	
	Redwater/Morinville (RHC) MRN	
	Royal Alexandra/Glenrose (RAH/GRH) MRN	
	Stony Plain/Devon/Evansburg (WHC) MRN	
	Sturgeon (SCH) MRN	
	University/Stollery (UAH) MRN	
	-----AHS-CALGARY-----	
	Calgary RHRN (CalgRHRN) MRN	
	Calgary Public Health (CalgPubHlth) MRN	
	Calgary Rural (CalgRural) MRN	
	-----AHS-North/South/Central/Cancer Care-----	

Enter search crit

: An identifier search is ded. For name search, please complete last name, complete and date of birth.

Known Issues

1. Outpatient Consult Letters NOT Available in Netcare

Description:	With the implementation of Connect Care on November 3, 2019, some Outpatient Consult Letters (i.e., Summative Findings) will not be viewable in Netcare.
Details:	<p>Outpatient consult findings will still be distributed directly to the referring physician by mail or fax. Findings will be available to other physicians if they have direct access to the Connect Care Clinical Information System (CIS). If a physician does not have access to Connect Care CIS, they can send a request to Access and Disclosure by sending an email to Disclosure@ahs.ca or calling 1-855-312-2265.</p> <p>Details about the departments at Connect Care wave 1 sites that may be impacted can be downloaded here.</p>

2. ED Provider Note does not have discharge instructions

Description:	The "ED Provider Note" does not contain discharge instructions which were previously provided on the Emergency Record.
Details:	<p>The ED Provider Note from Connect Care contains information related to the presenting problem; however, an additional report needs to be added to Netcare to provide details for patient follow up and the diagnosis.</p> <p>This issue has been identified as a high priority and will be resolved as soon as possible post go live.</p>

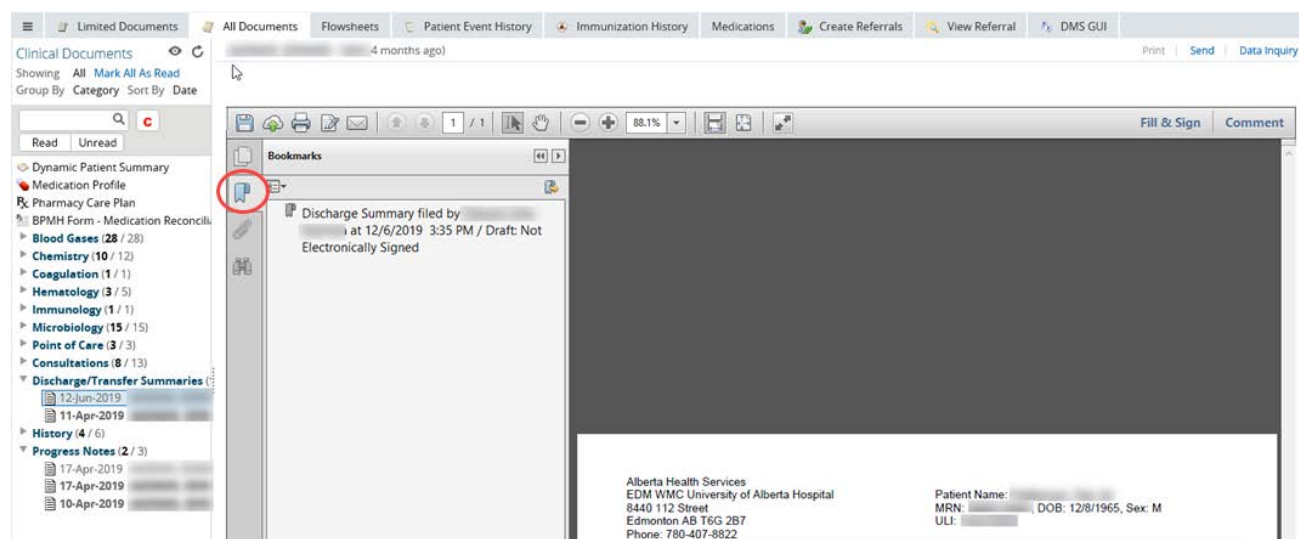
3. Pdf report display problems

Description: Two issues with Adobe have been identified in the display of pdf reports.

Details: Some pdf reports contain Bookmarks and extra grey space above the report which decreases the amount of visible space to view the entire report.

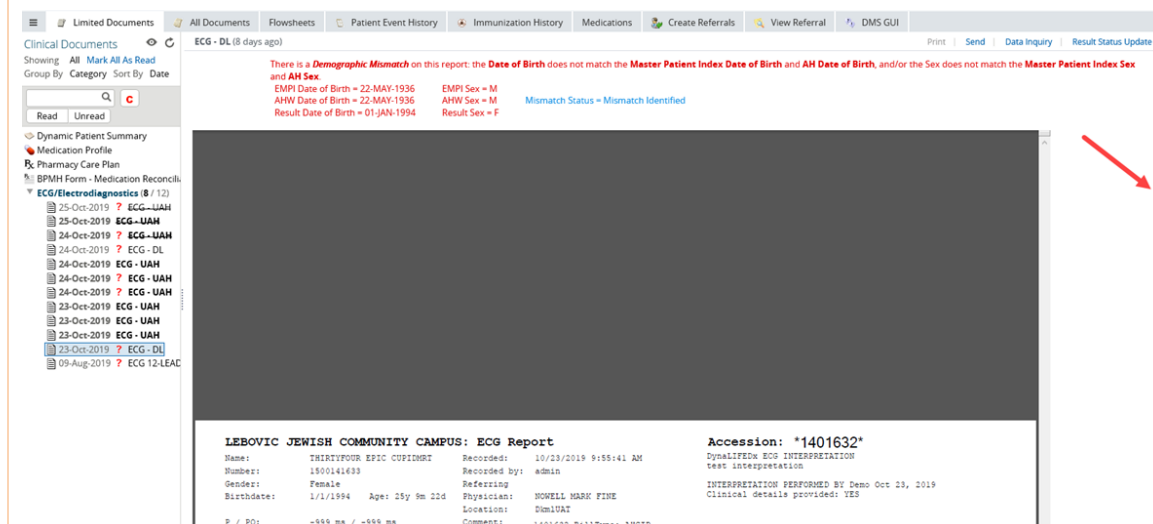
1. Some pdf reports display within a Bookmark pane.

Workaround: Users can click on Bookmark icon (as circled in the below screenshot) to close the Bookmark pane and view larger report.



2. Some pdf's are displayed with additional grey space above the report.

Workaround: Users can use the scroll bar on the far left of the screen to move image down.



4. Lab display issues

Description: Formatting issues with some lab results from Connect Care have been identified.

Details: Formatting issues such as placement of comments, misaligned tables and paragraphs have been identified, making labs more difficult to interpret.

The screenshot displays two lab result reports from the Alberta Netcare Portal. The top report is for a 'Digoxin Level' (ALREP: CCLAB) collected on 29-Oct-2019 at 15:56. A red box highlights the 'Comments' section, which contains text that is not properly formatted as a list or paragraph. The bottom report is for 'Insulin-Like Growth Factor Binding Protein 3 (IGFBP)' (ALREP: CCLAB) collected on 30-Oct-2019. A red box highlights the 'Reference Range' section, which contains a table of values for different Tanner stages, but the table is not properly formatted with columns and rows.

Digoxin Level (ALREP: CCLAB) (45 minutes ago)

Time Collected: 29-Oct-2019 15:56
Time Reported: 29-Oct-2019 15:58
Order Number: 1667524
Status: Final
Relevant Information: Location: EDM UNIVERSITY OF ALBERTA HOSPITAL LABORATORY, Specimen: Blood/Blood, Venous

Comments: Heart failure: 0.6 - 1.2 nmol/L
Atrial Fibrillation: Not Defined
Caution: Results >1.5 nmol/L are associated with a higher risk of toxicity in heart failure patients.

Report Patient Demographics (for verification purposes): [Redacted]

Test	Result	Ref. Range (Units)	Abnormality
Digoxin Level	0.6	See Comment (nmol/L)	

Accession Number: 19UA-302C00113
Encounter Number: 403120399093
Patient Location: EDM UAH WMC LABORATORY - EDM UNIVERSITY OF ALBERTA HOSPITAL LABORATORY

Insulin-Like Growth Factor Binding Protein 3 (IGFBP) (ALREP: CCLAB) (1 day ago)

Test	Result	Ref. Range (Units)
Insulin-Like Growth Factor Binding Protein 3 (IGFBP)	* <0.1	2.7-9.5 (mg/L)

Insulin Growth Factor Binding Protein

Tanner Mean Range Stage (mIU/mL) (mIU/mL)

Male 1	3.6-6.4
2	4.5-6.9
3	5.3-9.4
4	5.9-8.1
5	6.2-9.1
Female 1	3.6-5.2
2	3.9-6.3
3	4.1-8.9
4	5.3-8.7
5	5.2-8.6

Reference Range dependent on Tanner

5. Muse reports missing site ID in title

Description: Some Muse reports are missing the site ID in the title.

Details: Rural Muse sites are missing the site ID on the CDV Tree title and within the tooltip.



The screenshot displays the Alberta Netcare Portal interface. On the left, a sidebar shows a list of documents under 'Clinical Documents'. The 'ECG/Electrodiagnostics' category is expanded, showing a list of documents dated from 09-Aug-2019 to 25-Oct-2019. The 'ECG 12-LEAD' document from 09-Aug-2019 is selected. On the right, the document view shows patient information: CUPIDMRT, THIRTYFOUR, 17-JAN-1994 (25 yr), Female, 0cm, Room: . Below this is a red grid for the ECG. A metadata pop-up is visible over the grid, showing details for the selected document: Source date: 09-Aug-2019, Category: ECG/Electrodiagnostics, Subcategory: TEXTUAL, Status: Mismatch Demographics, Author: Rich. Thomas.

6. Functionality not available through Hyperspace and Epic Link

Description:	The following functionality is not available when Netcare is accessed through Hyperspace.
Details:	<p>The following functionality is not available when Netcare is accessed through Hyperspace and Epic Link.</p> <ul style="list-style-type: none"> Users cannot navigate outside of a patient record in ANP (e.g., they do not have access to the Menu Bar so they cannot navigate to the Patient Search screen). Users signing into Netcare from Connect Care will be unable to open the patient in context if they are passing an identifier other than a ULI. The calendar icon on the flowsheet and cumulatives search will display an error when the user clicks on it. <p>Workaround: Users can type the date into the adjacent Date field</p> <ul style="list-style-type: none"> Users cannot complete any workflow actions on eReferral <p>Workaround: Users will need to log directly into Netcare in order to complete all eReferral workflow actions.</p>

7. Printing errors within Hyperspace

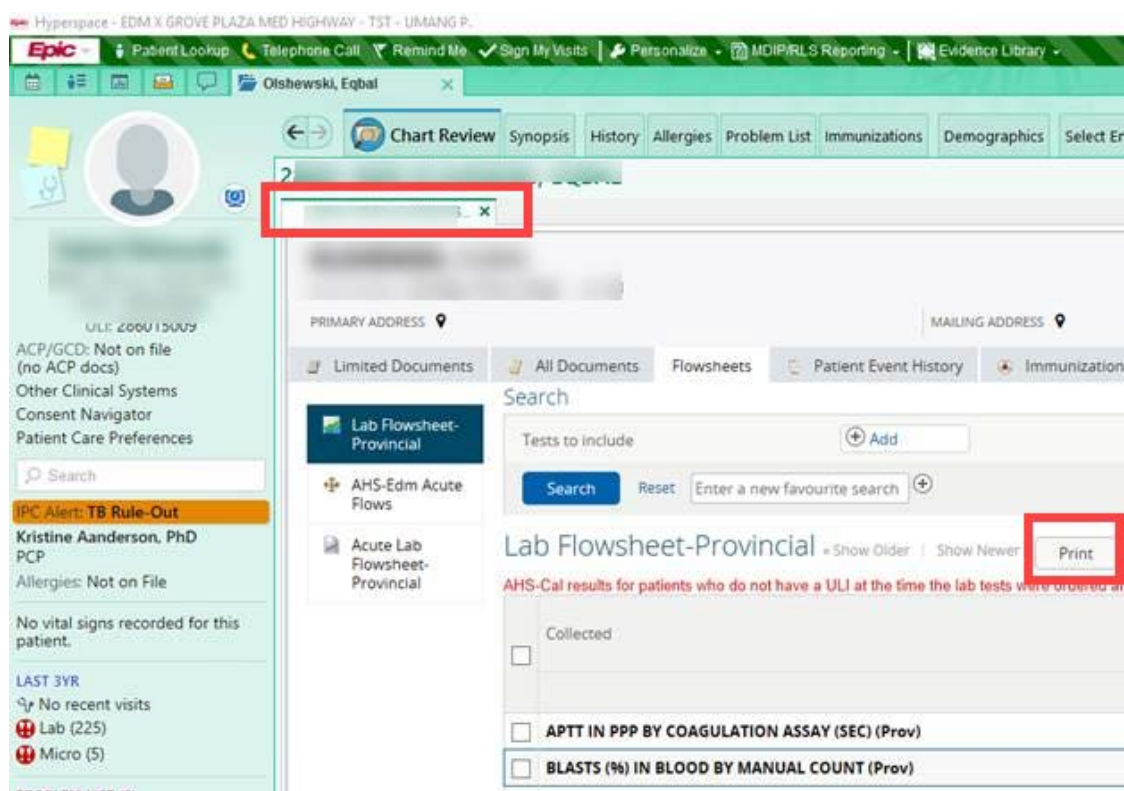
Description:

Script errors are encountered throughout Netcare after the Print button ,  or Print link  Send has been clicked.

Details:

When a user prints within Hyperspace, a second tab will be opened. Clicking on the X to close this tab will cause print errors as the user navigates throughout Netcare.

1. A single tab is opened when working within patient context.



2. When user clicks on the print button or link, a new tab will be opened.
3. To avoid error messages, click on the first tab to return to the Patient Context.
4. Do **NOT** click on the X to close the extra tab. It will automatically be closed when the user selects other functionality within the open patient's context.

To avoid error messages:
Do NOT close the second tab.
Click on first tab to return to the patient context.

Collected	22-Jul 2019 10:13	19-Aug 2019 15:23	19-Aug 2019 15:27	Ref. Range (Units)
	3 months ago	3 months ago	3 months ago	
APTT IN PPP BY COAGULATION ASSAY (SEC) (Prov)	-	27	-	24-39 (Seconds)
BLASTS (%) IN BLOOD BY MANUAL COUNT (Prov)	-	-	0	(%)

- If the tab is closed (by clicking on 'x') the following error will come up elsewhere within Netcare as the user is working.

Script Error

An error has occurred in the script on this page.

Line: 7
Char: 1581
Error: Permission denied
Code: 0
URL: https://portaluat.albertanetcare.ca/web/s/2.8.11-189fbcccd22027b8d01950cf42e6059edae2e132/yui-2.8/event/event.js

Do you want to continue running scripts on this page?

Yes No

- Clicking on Yes or No, will allow the user to continue to work however the error message may continue to pop up as they work.