

INFORMATION NOTICE

Alberta Netcare Updates & eReferral Changes

UPDATED: October 21, 2019

On Oct. 17, 2019, changes were made to Alberta Netcare to accommodate the integration of Connect Care, AHS' new Clinical Information System (CIS). These changes also affect eReferral and specifically how Alberta Netcare documents are linked to new eReferral requests.

If you have questions, please contact the eHealth Netcare Support Services team at 1-855-643-8649 or email ehhealthsupport@cgi.com

For more information about the overall Alberta Netcare release, visit [Alberta Netcare](#)

Updates to Referral Forms

Changes to how documents within Alberta Netcare are linked to eReferral requests occur on all Advice and Consult Request referral forms. Two examples of the changes are included below.

Example 1: Advice Request Form Changes

There were two options for linking Alberta Netcare documents in the *Conversation Entry* section – *Alberta Netcare Portal Reports* and *Alberta Netcare Portal Lab Results*.

Advice Request Conversation

This section records the conversation between the referring and receiving providers.
Use the first conversation entry to clearly describe your question including pertinent history and attachments.

Conversation Entry *At least one Conversation Entry is required*

Respondent's name *

Question or Response *

Include Attachments? ☒ Yes ☐ No

External Attachments No file selected.
File size restricted to 1MB

EXAMPLE - BEFORE OCT.17, 2019

Alberta Netcare Portal Reports

Alberta Netcare Portal Lab Results

On Oct. 17, 2019, these links were updated to just one link called: **Netcare Document(s)**.

Advice Request Conversation

This section records the conversation between the referring and receiving providers.

Use the first conversation entry to clearly describe your question including pertinent history and attachments.

Conversation Entry At least one Conversation Entry is required

Respondent's name *

+ Add

Question or Response *

Include Attachments?

☒ Yes ☐ No

External Attachments

Browse...

No file selected.

File size restricted to 1MB

EXAMPLE - AFTER OCT.17, 2019

Netcare Document(s) *

+ Link a document

+ Add Conversation Entry

Users can click on the **Link a document** button to attach any documents or reports. Connect Care documents will also be available once go-live occurs in November 2019. Users with Lab group and Transcribed Report group permissions will now be able to link Lab documents and include Transcribed Reports in a referral.

Example 2: Oncology – Breast Cancer Referral Form Changes

There were two options for linking Alberta Netcare documents in the *Triage Requirements* and *Relevant Medical History* sections – *Alberta Netcare Portal Laboratory Results* and *Alberta Netcare Portal Reports*.

Triage Requirements

Triage Requirements

Has the Patient or Guardian been informed of the diagnosis or Reason for Referral? *

Abnormal Pathology from breast and/or axilla *

☐ Attached

Clinical and/or radiologic comment/description *

☐ Attached

The following test must have been completed within the last **2-3 months**. Any test that is older needs to be reordered.

Breast imaging (mammogram +/- US breast and/or axilla) *

☐ Attached ☐ Ordered ☒

ATTACH IF AVAILABLE

Chest imaging (X-ray or preferably CT chest) ≤ **28 days**

Abdominal imaging (US or CT abdomen) ≤ **28 days**

Bone Scan ≤ **28 days**

Lab Investigations:

CBC with differential

Renal function: Creatinine

Liver function: ALT/AST, AP, Total Bilirubin, LDH, Albumin

Electrolytes: Calcium

Laboratory tests

☒ All available in Alberta Netcare Portal ☐ Some available in Alberta Netcare Portal and the others have been ordered/attached ☐ No tests available in Alberta Netcare Portal, all have been ordered/attached ☒

EXAMPLE - BEFORE OCT.17, 2019

Attachments

The results displayed on this referral may not be the most recent version. Clicking on the links below will allow you to view the most recent results.

Alberta Netcare Portal Laboratory Results

+ Link a document

Attach External Documents

Browse... No file selected.

File size restricted to 1MB

Alberta Netcare Portal Reports

+ Link a document

Relevant Medical History

Relevant Medical History

Relevant Medical History

Attachments

The results displayed on this referral may not be the most recent version. Clicking on the links below will allow you to view the most recent results.

Alberta Netcare Portal Laboratory Results [+ Link a document](#)

Alberta Netcare Portal Reports [+ Link a document](#)

Attach External Documents [Browse...](#) No file selected. File size restricted to 1MB

EXAMPLE - BEFORE OCT.17, 2019

On Oct. 17, 2019, these links were updated to just one link: **Netcare Document(s)**.

Triage Requirements

Triage Requirements

Has the Patient or Guardian been informed of the diagnosis or Reason for Referral? *

Abnormal Pathology from breast and/or axilla * ☐ Attached

Clinical and/or radiologic comment/description * ☐ Attached

The following test must have been completed within the last **2-3 months**. Any test that is older needs to be reordered.

Breast Imaging (mammogram +/- US breast and/or axilla) * ☐ Attached ☐ Ordered ☒

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Chest imaging (X-ray or preferably CT chest) ≤ **28 days**
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Bone Scan ≤ **28 days**

Lab Investigations:
CBC with differential
Renal function: Creatinine
Liver function: ALT/AST, AP, Total Bilirubin, LDH, Albumin
Electrolytes: Calcium

Laboratory tests ☒ All available in Alberta Netcare Portal ☐ Some available in Alberta Netcare Portal and the others have been ordered/attached ☐ No tests available in Alberta Netcare Portal, all have been ordered/attached ☒

Attachments

The results displayed on this referral may not be the most recent version. Clicking on the links below will allow you to view the most recent results.

Netcare Document(s) * [+ Link a document](#)

Attach External Documents [Browse...](#) No file selected. File size restricted to 1MB

EXAMPLE - AFTER OCT.17, 2019

Relevant Medical History

Relevant Medical History

Relevant Medical History

Attachments

The results displayed on this referral may not be the most recent version. Clicking on the links below will allow you to view the most recent results.

Netcare Document(s) * [+ Link a document](#)

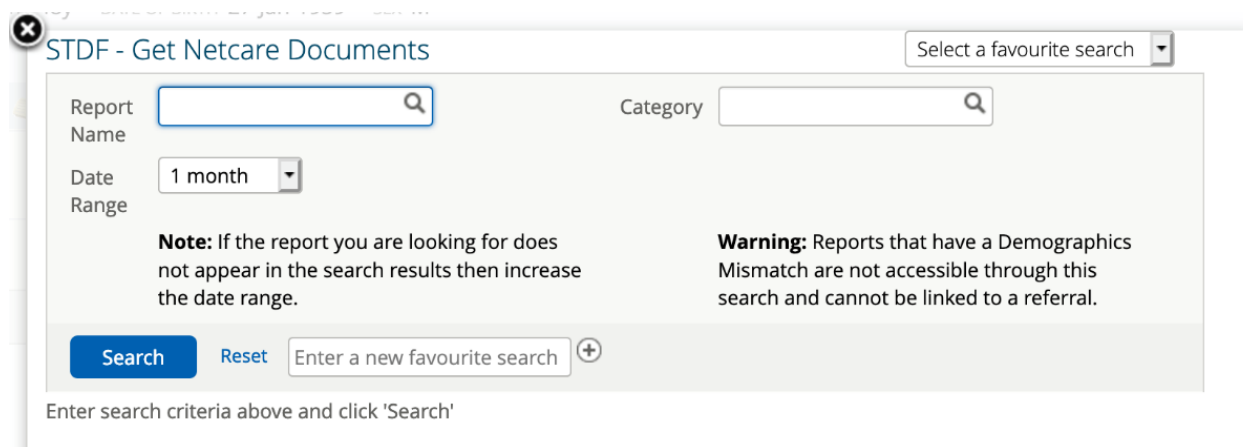
Attach External Documents [Browse...](#) No file selected. File size restricted to 1MB

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Changes to Linking of Alberta Netcare Documents

Within each referral form, a search window will appear when you click on the **Link a Document** button that will allow you to search for reports and labs from Alberta Netcare and Connect Care (when implemented) all in one place. You can select a *Category* to filter your results and pick from a specified date range (i.e. 1 month, 6 months, 1 year, 2 years and All Reports). You can now also choose to attach an entire report to your referral. While you can still attach single reports and results one-by-one, adding an entire report can help you save time.



The screenshot shows a web application window titled "STDF - Get Netcare Documents". It features a search interface with the following elements:

- A "Report Name" search box with a magnifying glass icon.
- A "Category" search box with a magnifying glass icon.
- A "Date Range" dropdown menu currently set to "1 month".
- A "Note" stating: "If the report you are looking for does not appear in the search results then increase the date range."
- A "Warning" stating: "Reports that have a Demographics Mismatch are not accessible through this search and cannot be linked to a referral."
- A "Search" button (blue) and a "Reset" button (blue).
- A text input field for "Enter a new favourite search" with a "+" icon.
- A dropdown menu for "Select a favourite search".

Below the search window, a text prompt reads: "Enter search criteria above and click 'Search'".



Get in Touch

Need eReferral help? To ask questions, contact the eHealth Netcare Support Services team at 1-855-643-8649 or email ehealthsupport@cgi.com

For more information about eReferral, visit us [online](#)
For inquiries or questions, email access.ereferral@ahs.ca