

Alberta
Netcare



ELECTRONIC HEALTH RECORD

**Alberta Netcare Portal Training
Community Physician Office
Support Staff – Part 2**

March 2018



Is this Course for You?

- **Intended Audience**
 - **Role-Based Training for Community Physician Office Support Staff:**
 - Nursing Staff (RN's, LPN's)
 - Medical Office Assistants (MOA's)
 - Receptionists
 - Office Managers
 - Other Clinical Admin staff
- **Learning Objectives**
 - Learn how to leverage Netcare to enhance patient care delivery in your practice

Is this Course for You?

- **Benefits of Participating in this Alberta Netcare Portal Training**
 - **Improved patient care through optimization of available Netcare resources at Point of Care (PoC).**
 - **Improved workflow timings; less time wasted at PoC.**
 - **Increased patient and patient and physician / nurse practitioner satisfaction by improving access to patient information in Alberta Netcare Portal (e.g. viewing tips and tricks, short cuts for auto-presentation of patient information).**

Agenda

This Alberta Netcare Portal training will utilize Alberta Netcare tools and resources located on the Alberta Netcare website, Learning Centre and Training Environment for demonstration purposes where ever possible.

Session # 1:

- **Role-based review of clinically relevant enhancements to Netcare**
- **Netcare Settings Optimizations**

Session # 2

- **Review of Primary Data Streams in Netcare**
 - **Review basic understanding of topic area**

Session # 3

- **Netcare Patient Searching Optimizations**
- **Introduction to Person Directory, Provincial Registration Standards and Practices (PRSP)**
- **The Netcare Learning Centre / Planned Enhancements to Netcare**



Demonstration

- **Limited Documents Vs All Documents**
- **Showing all documents – Refining Your View**
- **View By Options – Category, Date**
- **Medication Profile – The Report Vs PIN**
- **Laboratory Results – Viewing options (3)**
- **Diagnostic Imaging Results**
- **Transcribed Documents**
- **Immunizations Records**
- **Patient Event History**
- **eReferral**



Session #2 Wrap Up

- **Roundtable Questions, Comments and Feedback**
 - *Are there plans to expand the list of Consult categories within Orthopedics? Are more general Orthopedic categories going to be available for consults?*
 - A new Standard Consult Request Form has been developed. The AHS Access Improvement Team is engaging a number of additional specialties at this time to participate in receiving Consult Requests via eReferral.
 - *Is there a way to retrieve hospital medication notes in Netcare?*
 - The medications dispensed during a hospital stay do not display in the Medication Profile Report, but some medication reconciliation details may be found in the Discharge Summary and Emergency Room Reports.

Session #2 Wrap Up

- **Client Support Contact Options**
- **Survey**



Alberta Netcare Resources

- **eHealth Support Team Contact Centre:**
1-855-643-8649 / ehealthsupport@cgi.com
- **Alberta Netcare website:**
<http://www.albertanetcare.ca/>
- **Alberta Netcare Learning Centre:**
<http://www.albertanetcare.ca/LearningCentre/>
- **To register for Session # 3**
<http://www.albertanetcare.ca/learningcentre/ANPTraining.htm>

Alberta
Netcare

ELECTRONIC HEALTH RECORD



Better Patient Information.
Better Care Decisions.

Alberta