

Alberta  
***Netcare***

ELECTRONIC HEALTH RECORD



**Alberta Netcare Portal Training  
Community Physician Office  
Support Staff – Part 3**

**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

- **Netcare Patient Searching Optimizations**
  - **Favorites - Recently Viewed Patients**
  - **Worklists**
  - **Best “Search For a Patient” Strategies**
- **Introduction to Person Directory, Provincial Registration Standards and Practices (PRSP)**
- **Introduction to the Netcare Learning Centre**
- **Planned Enhancements to Netcare - Community IAM**



# Session #3 Wrap Up

- Roundtable Questions, Comments and Feedback
  - *If patient is 21 years old, am I able to verify AHCIP coverage using Person Directory?*
    - Yes, as long as the patient was born in Alberta, has presented for health care services in Alberta, or has applied for AHCIP coverage.
- Client Support Contact Options
- Survey

# Alberta Netcare Resources

- **eHealth Support Team Contact Centre:**  
1-855-643-8649 / [ehhealthsupport@cgi.com](mailto:ehhealthsupport@cgi.com)
- **Alberta Netcare website:**  
<http://www.albertanetcare.ca/>
- **Alberta Netcare Learning Centre:**  
<http://www.albertanetcare.ca/LearningCentre/>

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**Better Patient Information.**  
**Better Care Decisions.**

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