

ALBERTA NETCARE PORTAL QUICK REFERENCE:

How to View Patient Demographic Information

This Quick Reference document provides instructions on how to access a patient's demographic information and view their eligibility for coverage with the Alberta Health Care Insurance Plan (AHCIP).

Methods to View Patient Demographics

Depending on your Alberta Netcare Portal (ANP) User Role, Alberta Netcare Portal displays patient-identifying information in a number of different ways. You can:

- 1 View and/or update a patient's demographics directly in Person Directory (PD).

Person Directory

[Open](#)

Note: Refer to *Person Directory Quick Reference document, How to Update Demographic Data, for more information on how to update patient demographics using Person Directory.*

- 2 View the **Search Results** information on your Clinician Homepage. This data helps you to identify the correct patient.

| PHN / ULI | Name | Birthdate | Age | Gender | Address | Town/City | Phone No |
|------------|-----------------|-------------|----------|--------|------------------|-----------|--------------|
| 42534-6114 | SIMPSON, George | 22-Jun-1930 | 88 years | M | 512 10 Avenue SW | Calgary | 403 555-6789 |

If this is the correct patient, click anywhere on the line with the patient's name to open their EHR in the Clinical Document Viewer.

- 3 View the **Context Banner** information at the top of the screen (displayed when you open the patient's EHR). This data helps you to identify the EHR you are currently viewing.

SIMPSON, GEORGE
 DATE OF BIRTH: 22-Jun-1930 (88y) sex: M
 PRIMARY ADDRESS: 512 10 Avenue SW, Calgary, AB, T2N 0Z9, more...
 MAILING ADDRESS: 512 10 Avenue SW, Calgary, AB, T2N 0Z9, more...
 HOME: 403 555-6789, WORK: 587 333-0000, CELL/ALTERNATE: more...

- 4 View the **Patient Demographics** windowlet available in the **Clinical Document Viewer** via Dynamic Patient Summary.

This windowlet displays on default when you open the patient's EHR. It includes first and last name, age, address and phone number(s).

A person's eligibility for Alberta Health Care Insurance Plan coverage is identified by a start date entered into the Eligibility Start Date field.

If you want to view the person's eligibility history, you will need to access this information from PD directly.

Patient Demographics

SIMPSON, George

| | | | |
|------------------------|---|----------------------|---------------|
| Date Of Birth | 22-Jun-1930 | Home Phone | (403)555-6789 |
| Age | 88 years | Work Phone | (587)333-0000 |
| Sex | M | Cell/Alternate Phone | 5874440000 |
| Eligibility Start Date | Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory. | | |
| Address (Primary) | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N 0Z9 | | |
| AH Address (Mailing) | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N 0Z9 | | |

[Print](#) [Data Inquiry](#) [More...](#)

Note: *Person Directory is considered the source of truth for all patient demographic data and detailed ACHIP information.*

Viewing More Demographic Data

[Data Inquiry](#) [More...](#)

If you require additional demographic information, click the **More** button to view data not offered in the basic **Patient Demographics** windowlet. You can view the Most Current (from different sources) and Additional Historical Data for your patient, such as:

- Medical Record Numbers (MRN) or additional Unique Lifetime Identifiers (ULI)/ Personal Health Numbers (PHN).
- Temporary mailing address(es).
- Patient alias(es).
- Previous identifying health numbers.
- Contact phone numbers.

SIMPSON, George (GEORGE)

| | | | |
|---|---|----------------------|---------------|
| Date Of Birth | 22-Jun-1930 | Home Phone | (403)655-6789 |
| Age | 88 years | Work Phone | (587)333-0000 |
| Sex | M | Cell/Alternate Phone | |
| Eligibility Start Date | 01July13 | | |
| Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory. | | | |
| Address (Primary) | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N0Z9 | | |
| AH Address (Mailing) | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N0Z9 | | |

[Print](#) [Data Inquiry](#) [Back...](#)

Most Current Data

| | | | | | |
|-----------|-----------|----------------------|---|----------------------|---------------|
| ULI / PHN | 425346114 | Name | SIMPSON, George | Alias | GEORGE |
| | | Date Of Birth | 22-Jun-1930 | Sex | M |
| | | Age | 88 years | Home Phone | (403)655-6789 |
| | | Address - Primary | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N0Z9 | Work Phone | (587)333-0000 |
| | | Address - Temporary | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N0Z9 | Cell/Alternate Phone | |
| | | AH Address - Mailing | 512 10 Avenue Sw, Calgary, AB, CANADA, T2N0Z9 | | |

Additional/Historical Data

| | | | | | |
|---------------|-----------|----------|-----------------|-----------------------|---------------|
| ULI / PHN | 425346114 | Name | SIMPSON, George | Historical Home Phone | (403)655-6789 |
| Secondary ULI | | Name (H) | SIMPSON, George | Historical Work Phone | (587)333-0000 |
| RCMPN | 425346114 | | | | |
| TREATY (H) | | | | | |

- Click [Print](#) on either the "basic" or "more" screen to print the displayed area.
- To return to the basic Patient Demographics windowlet, click [Back...](#)

What do I do if I notice an error in the patient's demographic data?

If you suspect an error in the demographic data for your patient, you need to report that record for further review by [Data Inquiry](#).

The Data Integrity Team will investigate and work to resolve the issue.

It is critical to keep the demographic data information in the patient's Electronic Health Record up to date.

Verifications against the demographic data are constantly being performed, allowing the patient's test results to be viewable in Alberta Netcare Portal.

To SEND A SUSPECTED INACCURATE DEMOGRAPHIC RECORD FOR REVIEW:

- Click [Data Inquiry](#) in the **Patient Demographics** windowlet. A pop-up window appears.
- Complete the various boxes as necessary. Include a description of the data discrepancy in the **Message** box, and include your e-mail address if you require a response.

Before you proceed:

Please note that the Data inquiry function is only intended for reporting suspected issues with the current data being viewed. All other issues should be reported by following the normal help desk process.

| | | |
|------------|--|---|
| To | Data Integrity | <input type="checkbox"/> Request a read receipt |
| Importance | Normal | |
| Subject | Data Inquiry: Search ULI: 425346114 (42534-6114 SIMPSON, George) | |
| Attachment | 42534-6114 SIMPSON, George | |
| Message | <div style="border: 1px solid black; height: 100px;"></div> | |
| | <input checked="" type="checkbox"/> Word Wrap | Send |

- Select the **Request a read receipt** check box for confirmation that someone has looked at your Data Inquiry.

Request a read receipt

- Click [Send](#).