

## Referring Provider Notifications

eReferral Provider Notifications allows users to track referrals through an immediate or daily summary email. Provider Notifications are subscription-based and managed by the user.

**There is no patient-identifiable information in any Provider Notification email.**

### NOTE:

Provider Notifications are sent to the email address entered in your *My Details*, based on the system's default settings.

## Registering for Notification Emails

- 1 Click on *My Details* from the *Clinical Portal Menu*.
- 2 Scroll to the section titled *Users*. Beside *Notification email address* enter your preferred email address that you use and check regularly.

Please enter a regularly accessed email address. This address is used for ANP Outage notifications, eReferral updates, Provider Notifications and as an alternate for remote access expiry notifications. You must log out of Alberta Netcare for an hour for your email address change to be processed.

Notification email address

Note: The AHS IAM email field is automatically populated with your email address. This email field is not editable and pulls your email address from the Alberta Health Services (AHS) IAM database. To change this email address, log into IAM at [iam.albertahealthservices.ca/uaa/login](https://iam.albertahealthservices.ca/uaa/login)

Users

This email address is for AHS IAM updates and notifications.  
To change this email address, please login through IAM.

IAM email address

- 3 Scroll to the bottom of the page and click the *Update Preferences* button to validate your changes.

### REMINDER

If you update your email address in *My Details*, you must be logged out of Alberta Netcare for an hour to allow the email address change to be processed.

## Auto-Subscribed Notifications

Below is a list of notifications that all *Referring Provider* or *Referring Provider on Behalf Of* users will automatically receive when activity occurs on an eConsult (previously called Advice Request) or Referral (previously called Consult):

Default Notifications	When will email be sent?
eReferral Referrer - eConsult: Redirected	Notify Overnight in Daily Summary Email
eReferral Referrer - eConsult: Cancelled	Notify Immediately by Email
eReferral Referrer - eConsult: Completed	Notify Immediately by Email
eReferral Referrer - eConsult: Service Provider Set	Notify Overnight in Daily Summary Email
eReferral Referrer - eConsult: Action Required	Notify Immediately by Email
eReferral Referrer - Referral: Service Provider Set	Notify Overnight in Daily Summary Email
eReferral Referrer - Referral: Cancelled	Notify Immediately by Email
eReferral Referrer - Referral: Waitlisted	Notify Overnight in Daily Summary Email
eReferral Referrer - Referral: Action Required	Notify Immediately by Email
eReferral Referrer - Referral: Redirected	Notify Overnight in Daily Summary Email
eReferral Referrer - Referral: Deferred	Notify Overnight in Daily Summary Email
eReferral Referrer - Referral: Declined	Notify Immediately by Email
eReferral Referrer - Referral: Appointment Booked	Notify Overnight in Daily Summary Email
eReferral Referrer - Referral: Appointment Missed	Notify Overnight in Daily Summary Email
eReferral Referrer - Referral: Completed	Notify Immediately by Email

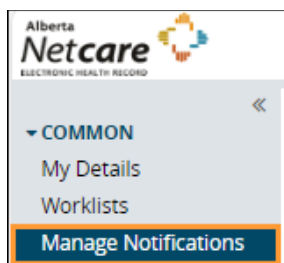
### TIP

Users can unsubscribe to all notifications per the instructions below (see number 6).

## Managing Notification Subscriptions

Users can customize their notifications and method of delivery:

- 1 Click on **Manage Notifications** from the **Clinical Portal Menu**.



- 2 Confirm that your email is correct. If you need to update your email address, go to **My Details**.

- 3 Choose your **Default Delivery Method**.

A screenshot of the 'My Email Address' form. It shows the email address '@albertahealthservices.ca'. Below it, under 'By default', there are two checkboxes: 'Notify By Email' (checked) and 'Notify in Daily Summary Email' (unchecked). The 'Notify By Email' checkbox is highlighted with an orange box.

- 4 In the **My General Subscriptions** click **Change** and select the desired method of delivery. Click **Accept** to save your changes or **Use My Defaults** to select the default delivery settings.

A screenshot of the 'My General Subscriptions' form. It shows two sections: 'eReferral Referrer - eConsult: Redirected' and 'eReferral Referrer - Referral: Service Provider Set'. Each section has a checkbox and a 'Change' button. The 'Accept' button is highlighted with an orange box.

### NOTE:

While users are auto-subscribed by default to 13 'Referrer' notifications, there are other notifications that can be subscribed to.

- 5 To unsubscribe to a specific Provider Notification, click to remove the checkmark in front of the unwanted notification.
- 6 To unsubscribe to ALL Provider Notifications, click the box in front of **Notification** in the header until all boxes below are unchecked.

A screenshot of the 'General Subscriptions' header. It shows a checkbox labeled 'Notification'. The checkbox is highlighted with an orange box.

- 7 Scroll to the bottom of the page and click **Save**.

## Notification Emails

As a *Referring Provider or Referring Provider on Behalf Of* user, you will receive emails notifying you that activity has occurred on an eConsult (Advice) or Referral (Consult) that has been submitted. Below is a sample of an email sent immediately after activity occurs:

The consult request, on which you are recorded as the Referrer, has had a recent event occur of 'Consult: Service Provider Set'.

Referral Id: RFS-XXX-000000  
Referring Provider: Dr. AAA YYYY  
Submitted By: BBB XXXX

To view this referral,

1. Log into Alberta Netcare Portal.
2. Navigate to your Alberta Netcare Portal > eReferral > 'My Referrals' dashboard.
3. Copy/paste the Referral Id into the Referral Id field below your dashboard and click 'Search'.

To change your notification subscriptions, please visit your Alberta Netcare Portal > Common > 'Manage Notifications' settings screen.

To access Alberta Netcare Portal:

- Remote site using a fob -

<https://access.albertanetcare.ca>

- AHS facility - <https://portal.albertanetcare.ca>

For help, please click on the "Need Help?" menu item on the left of the Netcare login screen.

- 1 To search for your patient using the Referral ID, copy the Referral ID included in the email and paste the Referral ID into the box under the **My Referrals** dashboard.

### My Referrals

Requests	Total	Referrals	eConsults
Recently Updated	1	1	0
Cancelled/Declined	0	0	0
Action Required	0	0	0
Drafts	1	0	1
Undelivered	0	0	0
In Progress	10	8	2
Completed	1	0	1
Waiting for Response	1	1	0

A screenshot of the 'My Referrals' search form. It shows a text input field labeled 'Referral ID'. Below it, there are two buttons: 'Search' and 'Reset'. The 'Search' button is highlighted with an orange box.

- 2 Click **Search** and the specific referral will display.

**NOTE:**

Referral ID is only available on emails sent as 'Notify Immediately by Email.' Daily summary emails sent overnight do not include Referral IDs.

See an example below of an email sent as a daily summary overnight:

The following eReferral notification events you are subscribed to have occurred within the past 24 hours.

1) Notification events where you are recorded as the Referrer

- [1 occurrence] Consult: Service Provider Set
- [1 occurrence] Consult: Clinical Triage in Progress
- [1 occurrence] Consult: Waiting for Clerical Triage
- [1 occurrence] Consult: Waiting for Clinical Triage

To view these referrals, please visit your Alberta Netcare Portal>eReferral>My Referrals> 'Recently Updated' worklist.

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For help, please click on the "Need Help?" menu item on the left of the Netcare login screen.

**NOTE:**

If no activity occurs on an eConsult or a Referral in the day, you will not receive any Provider Notification emails.