Alberta Netcare ELECTRONIC HEALTH RECORD

ANP Quick Reference

How to Launch Connect Care Provider Portal

This quick reference provides instructions for launching Connect Care Provider Portal (CCPP) in Alberta Netcare Portal (ANP).

Prerequisites

ANP users must have active accounts for both ANP and CCPP and one of the following Alberta Netcare user roles to launch CCPP from ANP:

- Admin 1-3
- Clinical 1, 2, 4, 8, 9
- Pharmacy 2, 5

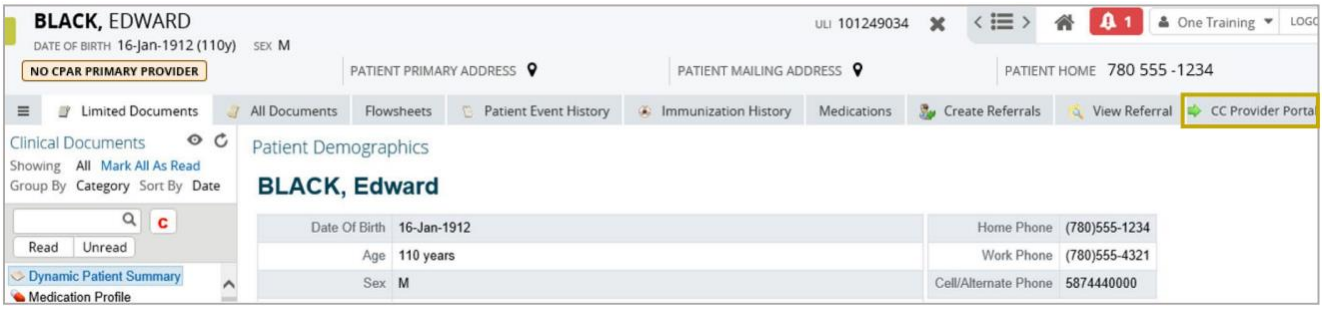
If an ANP user does not have access to CC Provider Portal, the following message will be displayed:

> **Thank you for your interest in the Connect Care Provider Portal (CCPP)! The Connect Care Provider Portal gives you access to information about treatments and care your patients receive from AHS. With CCPP you can improve continuity of care for your patients. We couldn't login you into CCPP because you do not have a login for it yet. If you would like to apply for a login, or just need more information about CCPP, please copy the link below and enter it in to the address bar of your browser: www.ahs.ca/ccproviderportal**
>
> Error during authentication: Authorization plugin object returned failure result.

Launching CCPP from ANP

NOTE If a patient does not have a valid Personal Health Number (PHN) or Unique Lifetime Identifier (ULI), the following message will display: *Launching Connect Care from ANP is only available when patients have a ULI/PHN*.

Enter the patient's record and click the **CC Provider Portal** tab. A new window will open with the Connect Care link.



- ANP users are automatically signed in and the current patient will open in Connect Care.
- Users can change the patient context in the Connect Care window without changing it in ANP.
- When users log out of ANP, the Connect Care window will automatically close.

TIP For more information about accessing CCPP, visit ahs.ca/ccproviderportal.