

Provider Notifications

FAQ

Updated: June 17, 2021

What are Provider Notifications?

Provider Notifications allow eReferral users to receive email notifications when an activity occurs on an Advice or Consult Request. Provider Notifications are subscription-based and can be customized anytime. All eReferral users are automatically subscribed to a default set of notifications and will begin (if they are a new user recently added to eReferral) or continue to receive email notifications.

When did Provider Notifications go into effect?

Provider Notifications went live on May 30, 2019.

What are the benefits of Provider Notifications?

Provider Notifications are an enhancement to help improve the eReferral process. They also provide an effective way for tracking, monitoring and managing referrals.

How will I receive Provider Notifications?

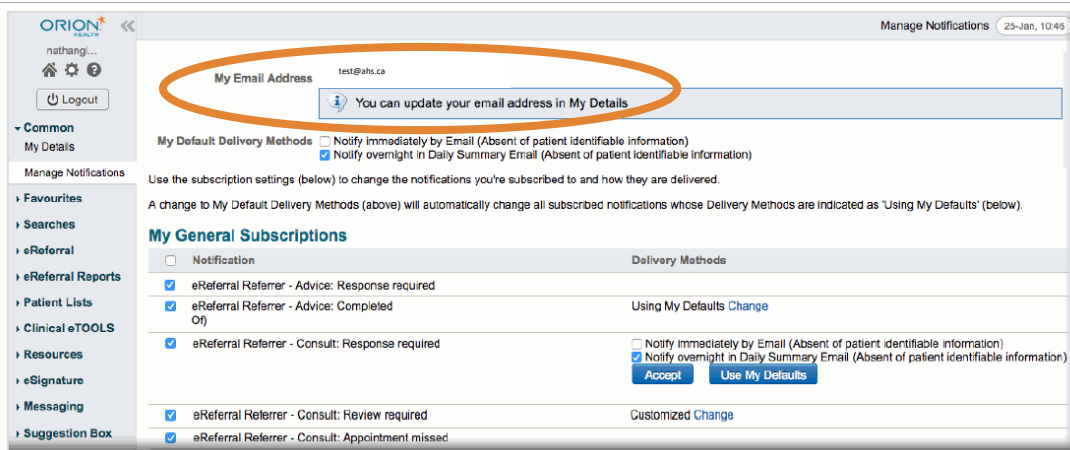
All notifications are sent via email.

How do I confirm/update my email address in *My Details*?

To enter or change your email address, follow these steps:

1. Login to [Alberta Netcare](#)
2. On the left-hand side of your screen, click *Common* and then *My Details*
3. Scroll down to *Users*. Beside *Notification email address* enter your preferred email address. This is the email that Provider Notification emails and eReferral updates will be sent to.
4. Click *Update Preferences* to validate your changes

Important note: 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. Additionally, once you enter your email address into *My Details*, it will be used for Alberta Netcare outages, eReferral updates, Provider Notifications and as an alternate for remote access expiry notifications. If you do not want to receive these updates, you can remove your email address from *My Details*, but you will no longer receive these updates.



I noticed there is a field in *My Details* under *Users* that lists an IAM email address. What is that?

Physicians, clinicians and staff that work for AHS, AHS wholly-owned subsidiaries and AHS affiliates, use the AHS Identity & Access Management (AHS IAM) system to request access to Alberta Netcare. AHS IAM is also available to community providers through an online registration process. All Alberta Netcare users have an AHS IAM account and will notice an email address entered into this new field. This is the email address AHS IAM will use to send you emails and updates. This field is for your information only and cannot be edited through your Alberta Netcare account.

My AHS IAM account email address is incorrect. How do I change it?

You are not able to change your AHS IAM email address within Alberta Netcare. You must login to your IAM account online at: <https://iam.albertahealthservices.ca/uaa/login>. If you have questions or need assistance, please call the AHS IT Service Desk at 1-877-311-4300.

Does my email address have to be a work email (i.e. john.doe@albertahealthservices.ca)?

No. Please choose a preferred AHS or non-AHS email address that you use and check regularly.

What about patient privacy? Is Provider Notifications compliant?

There is no identifiable patient information included in any Provider Notification email. AHS has conducted a privacy assessment and has been approved to proceed with Provider Notifications.

What is a *Referring* or *Referring on Behalf Of* user?

A *Referring* provider is typically a clinician (e.g. physician or nurse practitioner) who has the ability to send eReferral Advice or Consult Requests themselves. A *Referring on Behalf Of* user is typically a support staff member (i.e. nurse) who will send an Advice or Consult Request on behalf of a physician.

What is a *Receiving* or *Receiving on Behalf Of* user?

A *Receiving* provider is typically a clinician (e.g. physician or nurse practitioner) who responds to an Advice Request or manages a Consult Request. A *Receiving on Behalf Of* user is typically a support staff member (i.e. nurse) who can respond to an Advice Request or manage a Consult Request on behalf of a physician.

What is a *Triage* user?

A triage user is someone who has the ability to check a referral to ensure that all required information is present and that an appointment can be booked according to patient clinical needs. The three (3) types of triage (clerical, clinical, booking) may, depending on the size of clinic, be performed by the same person or different people. Triage users will have triage facilities listed in their *My Details*.

How do I change my notification subscription settings?

- If you are a *Referring Provider* or a *Referring on Behalf Of* user, go to the [Referring Provider Quick Reference](#)
- If you are a *Receiving Provider* or a *Receiving on Behalf Of* user, go to the [Receiving Provider Quick Reference](#)

- If you a *Triage* user, go to the [Triage User Quick Reference](#)

These [Quick References](#) will provide you with step-by-step instructions on how to customize your notification subscriptions.

What notifications will I receive?

You are automatically subscribed by default to the list(s) below, but can customize your notifications anytime. For example, you can choose when you want to receive notifications, subscribe to additional notifications or unsubscribe from notifications all together.

To see a list of all notifications available, login to Alberta Netcare, click *Common* on the left-hand side of your screen, and then *Manage Notifications*. The complete list of notifications is seen from the *My General Subscriptions* section. You can pick and choose what notifications you want to receive and when. For more information about how to manage your notifications, go to the [Quick References](#)

As a *Referring* or *Referring on Behalf Of* user, you are automatically subscribed to the following notifications:

Notification	Will you receive an email?	When will the email be sent?
eReferral Referrer – Advice: Action Required	Yes	Notify Immediately by Email
eReferral Referrer – Advice: Completed	Yes	Notify Immediately by Email
eReferral Referrer – Advice: Service Provider Set	Yes	Notify Overnight in a Daily Summary Email
eReferral Referrer – Consult: Action Required	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Appointment Missed	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Declined	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Completed	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Deferred	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Waitlisted	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Appointment Booked	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Cancelled	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Reassigned	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Service Provider Set	Yes	Notify Overnight in Daily Summary Email

As a *Receiving* or *Receiving on Behalf Of* user, you are automatically subscribed to the following notifications:

Notification	Will you receive an email?	When will the email be sent?
eReferral Receiver – Advice: Action Required	Yes	Notify Immediately by Email
eReferral Receiver – Advice: Clinical Triage in Progress	Yes	Notify Immediately by Email
eReferral Receiver – Advice: Service Provider Set	Yes	Notify Overnight in a Daily Summary Email
eReferral Receiver – Consult: Waiting for Clerical Triage	Yes	Notify Overnight in Daily Summary Email
eReferral Receiver – Consult: Waiting for Clinical Triage	Yes	Notify Overnight in Daily Summary Email
eReferral Receiver – Consult: Action Required	Yes	Notify Immediately by Email

eReferral Receiver – Consult: Reassigned	Yes	Notify Overnight in Daily Summary Email
eReferral Receiver – Consult: Service Provider Set	Yes	Notify Overnight in Daily Summary Email

Users who have triage facilities and/or *Specialty – Reason for Referral* setting configured in their *My Details* will be automatically subscribed to receive the following notifications:

Notification	Will you receive an email?	When will the email be sent?
eReferral Triage – Advice: Action Required	Yes	Notify Overnight in Daily Summary Email
eReferral Triage – Advice: Waiting for Clinical Triage	Yes	Notify Overnight in Daily Summary Email
eReferral Triage – Advice: Service Provider Set	Yes	Notify Overnight in a Daily Summary Email
eReferral Triage – Consult: Waiting for Clerical Triage	Yes	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Waiting for Clinical Triage	Yes	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Action Required	Yes	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Completed	Yes	Notify Overnight in Daily Summary Email

IMPORTANT NOTES

- If you are a *Receiver* or *Receiving on Behalf Of* or *Triage* user, you are also automatically subscribed by default to *Referrer* notifications. To view these *Referrer* notifications and manage your subscriptions, go to the [Quick Reference](#)
- Depending on your role and settings, you may receive **some** (e.g. just *Referrer* & *Receiver* or *Receiving on Behalf Of*) or **all** (e.g. *Referrer*, *Receiver* or *Receiving On Behalf Of* & *Triage*) of these automatically subscribed notifications. It is important that you log into Alberta Netcare to customize your notifications as soon as possible.
- **By default, you are automatically subscribed to both Advice and Consult Request notifications.** However, you will only receive notification emails when an activity occurs on a request that you are subscribed to.

When will I receive the notifications?

Depending on your role (i.e. *Referring* or *Referring on Behalf Of*, *Receiving* or *Receiving on Behalf Of* or *Triage user*), you are automatically subscribed to notifications and will receive them either immediately, or as a daily summary email overnight. If you would like to change when you receive emails, go to the [Quick References](#) for instructions.

What other notifications can I subscribe to?

While you are automatically subscribed to the lists above based on your role, you can pick and choose other notifications you want to receive and when.

Remember, you will only receive notifications based on your role. If you are a *Referrer* or *Referring On Behalf Of* user, you can only receive *Referrer* notifications, even if you subscribe to other notifications like *Receiver* or *Triage* notifications.

Receiver or *Receiving on Behalf Of* users can subscribe to *Receiver* and *Referrer* notifications, while *Triage* users may have the ability to subscribe to *Triage*, *Receiver* and *Referrer* notifications.

To see a list of all notifications available, login to Alberta Netcare, click *Common* on the left-hand side of your screen, and then *Manage Notifications*. The complete list of notifications is seen from the *My General Subscriptions* section.

I'm a new eReferral user. Will I be automatically subscribed to notifications now?

Yes. As a new user, you will be automatically subscribed to notifications based on your role. It is important that you log into Alberta Netcare to customize your notifications as soon as possible.

I don't submit Advice or Consult Requests. Will I still receive notifications?

By default, you are automatically subscribed to *Referring* notifications (see list above). However, if you do not submit Advice or Consult Requests and do not have *Referring on Behalf Of* or *Triage* settings configured in *My Details*, you will not receive notification emails. Please check *My Details* in eReferral to confirm your settings.

I noticed that the automatically subscribed notifications include Advice and Consult Requests. What happens if I only submit Advice Requests; will I still receive Consult Request notifications too?

By default, you will only receive email notifications when an activity has occurred on a particular request. For example, if you only submit Advice Requests, you will only receive a notification if an activity has occurred on that Advice Request. You will not receive updates on Consult Requests if you do not send them.

It is important to manage your notifications as soon as possible to customize the settings that work best for you. Go to the [Quick References](#) for instructions.

I'm a Receiver, but want one of my support staff to receive notifications on my behalf. Is this possible?

Yes. In order for your support staff member to be able to receive notifications for your requests, they need to be set up as a *Receiving On Behalf Of* user in their own Alberta Netcare account. View this [video](#) for instructions on how to set up a *Receiving on Behalf Of* user.

Once they have been set up properly, ask them to select the proper *Receiver* notifications (see list above). When an activity occurs on an Advice or Consult Request, they will receive the notification. You will too, unless you de-select the notifications from your auto-subscribed list.

For instructions on how to select and deselect notifications, visit the [Quick References](#) for instructions.

I'm part of a specialty that rotates who answers Advice Requests. What should I do when I'm not answering Advice Requests?

If you are a specialty that rotates who answers Advice Requests, we recommend you:

1. Unsubscribe from all Advice Request notifications, including the following:

- eReferral Receiver – Advice: Action Required
- eReferral Receiver – Advice: Waiting for Clinical Triage
- eReferral Receiver – Advice: Clinical Triage in Progress
- eReferral Receiver – Advice: Completed
- eReferral Receiver – Advice: Service Provider Set

If you are a *Triage* user, please unsubscribe from the following:

- eReferral Triage – Advice: Action Required
- eReferral Triage – Advice: Waiting for Clinical Triage
- eReferral Triage – Advice: Clinical Triage in Progress
- eReferral Triage – Advice: Completed
- eReferral Triage – Advice: Service Provider Set

To unsubscribe from a notification, follow these instructions:

1. Click *Manage Notifications* below the *Common* folder in the left-hand column on your homepage.
2. In the *My General Subscriptions* section, de-select the notification by clicking the box in front of the notification. Once the check mark is removed, you will no longer receive that notification.
3. Scroll to the bottom of the page and click **SAVE**.

2. Set a reminder in your calendar or EMR to re-subscribe to Advice Request notifications (see list above) as per your agreed upon rotation schedule.

For more information about managing notifications, go to the [Quick References](#).

Do I have to participate in Provider Notifications?

While it is encouraged that you do, Provider Notifications is not mandatory. You are able to unsubscribe to notifications by unchecking subscriptions. Go to the [Quick References](#) for instructions.

If you want to completely remove your email address from eReferral, you can delete it under *My Details*.

Please note: If you remove your email address from *My Details*, you will no longer receive Alberta Netcare emails or eReferral Provider Notifications.

I noticed that the Referral ID is only in the emails that are sent immediately. Where else can I see the Referral ID?

Referral ID is also visible in the top header section of each request.

Is there 1:1 training available?

There are too many eReferral users to provide 1:1 training; however, we have developed [Quick References](#) that are available on the [Alberta Netcare Learning Centre](#). If you have any other questions or concerns, please call the eHealth Netcare Support Services team at **1-855-643-8649**, or email ehealthsupport@cqi.com

I need help. Who should I talk to?

If you have questions or need assistance with Provider Notifications, please call the eHealth Support Services team at **1-855-643-8649** or ehealthsupport@cqi.com

Where can I get more information about Provider Notifications?

For more information, visit our [online portal](#)



Get in Touch

For more information about eReferral, visit us [online](#)

For eReferral inquiries, email access.ereferral@ahs.ca or call 1-888-733-3755.