

# Provider Notifications Now Available

## Confirm/Update Your Email Address

March 31, 2020

Dear eReferral users,

**Alberta Netcare eReferral Provider Notifications are now available.** eReferral users can now receive email notifications when activity occurs on an Advice Request.

To ensure you are receiving Provider Notifications, please **confirm or update your email address to a current preferred email address** (this is the address that notifications will be sent to). To change your email address in *My Details*, 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.

## Manage Your Notifications

You are **automatically subscribed by default** to the notification list(s) below, but can **customize your subscriptions anytime**. For example, you can choose when you want to receive notifications, subscribe to additional notifications or unsubscribe from notifications all together. **To modify your subscriptions, go to the [Quick Reference](#) for step-by-step instructions.**

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 Reference](#)**

### Receiving Provider or Receiving Provider on Behalf Of Users

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 – 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

### Triage User

Users who have triage facilities and/or *Specialty – Reason for Referral* settings 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 – 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

- Although 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 you are subscribed to.

## Manage Notifications While on a Rotation Schedule

Depending on your specialty, some receiving providers rotate who is responding to Advice Requests on a weekly or monthly basis. It is important that you manage your notifications regularly, otherwise you will receive all Advice Request notifications regardless of whether you are responding to them or not.

**Suggested action:** Unsubscribe to all Advice Request notifications while you are not scheduled to respond to Advice Requests. Set a reminder in your calendar or EMR to re-subscribe to the Advice Request notifications when it is your turn to respond to Advice Requests.

For more information about this suggested action, click [here](#) for instructions.

## Training & Resources Available

To assist eReferral users with Provider Notifications, we have developed [Quick References](#) that provide step-by-step instructions on how to manage notifications. **If you have questions or need additional support, call the eHealth Netcare Support Services team at 1-855-643-8649 or email [ehhealthsupport@cgi.com](mailto:ehhealthsupport@cgi.com)**

For more information about Provider Notifications, including an [FAQ](#) with commonly asked questions, visit our [online portal](#)



**Get in Touch**  
For more information about eReferral, visit us [online](#)  
For eReferral inquiries, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call 1-888-733-3755