User Guide

Getting Started in Alberta Netcare Portal

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Version 5.1

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Welcome

The purpose of this self-directed User Guide is to provide you with practice in accessing a patient's Electronic Health Record (EHR) via the Alberta Netcare Portal (ANP) Training Environment. The learning activities require between 20-30 minutes of your time.

Instructions

1. From the ANP Training Environment login page, click on the Learning Centre link in the centre panel on the page. The Learning Centre can remain open while you work in the Training Environment. This will allow you to access the information in the Learning Centre at any time for additional information.
2. Start with Activity 1. The Learning Environment is available 24/7, so you may complete these activities at your own pace.
3. If you have trouble accessing the Training Environment, or have a question about any of the learning activities, call the Provincial Help Desk at 1-977-931-1638 or contact your Alberta Netcare Transition Coordinator.
4. Read the following Security and Confidentiality information before you begin.

What is the difference between the "Training Environment" and the "Learning Centre"?

The **Training Environment**, allows you to practice tasks before actually working in the LIVE production environment.

The **Learning Centre** contains information (such as Quick Reference documents, FAQs, e-Demos, Learn by Role, etc.) on how to use different applications that are accessed through Alberta Netcare:

- Alberta Netcare Portal (ANP)
- Person Directory (PD)
- Pharmaceutical Information Network (PIN)
- Delivery Site Registry (DSR)

To use the Learning Centre information, always open the Training Environment prior to logging in to the LIVE Alberta Netcare Portal. You will have access to the information as work in Alberta Netcare Portal.

Security and Confidentiality

Only authorized users may access a person's medical and demographic data. EHR access is based on your user role and profession. Access permissions and other security credentials are set up to ensure you have enough information available for you to do your job, and that information is accessed only on a need to know basis. Be aware that Alberta Netcare Portal access is routinely monitored, and audited on a regular basis, as well as, at the request of a patient, physician or manager.

By accessing Alberta Netcare, you agree to be bound by the Terms of Use and Disclaimer as noted on the Alberta Netcare Portal Login page, and to comply with all application laws.

Best Practices

1. Never share your Alberta Netcare Portal User ID and/or password. You are responsible for all access under your security credentials.
2. Only access health information necessary fulfill your job responsibilities, and keep this information confidential.

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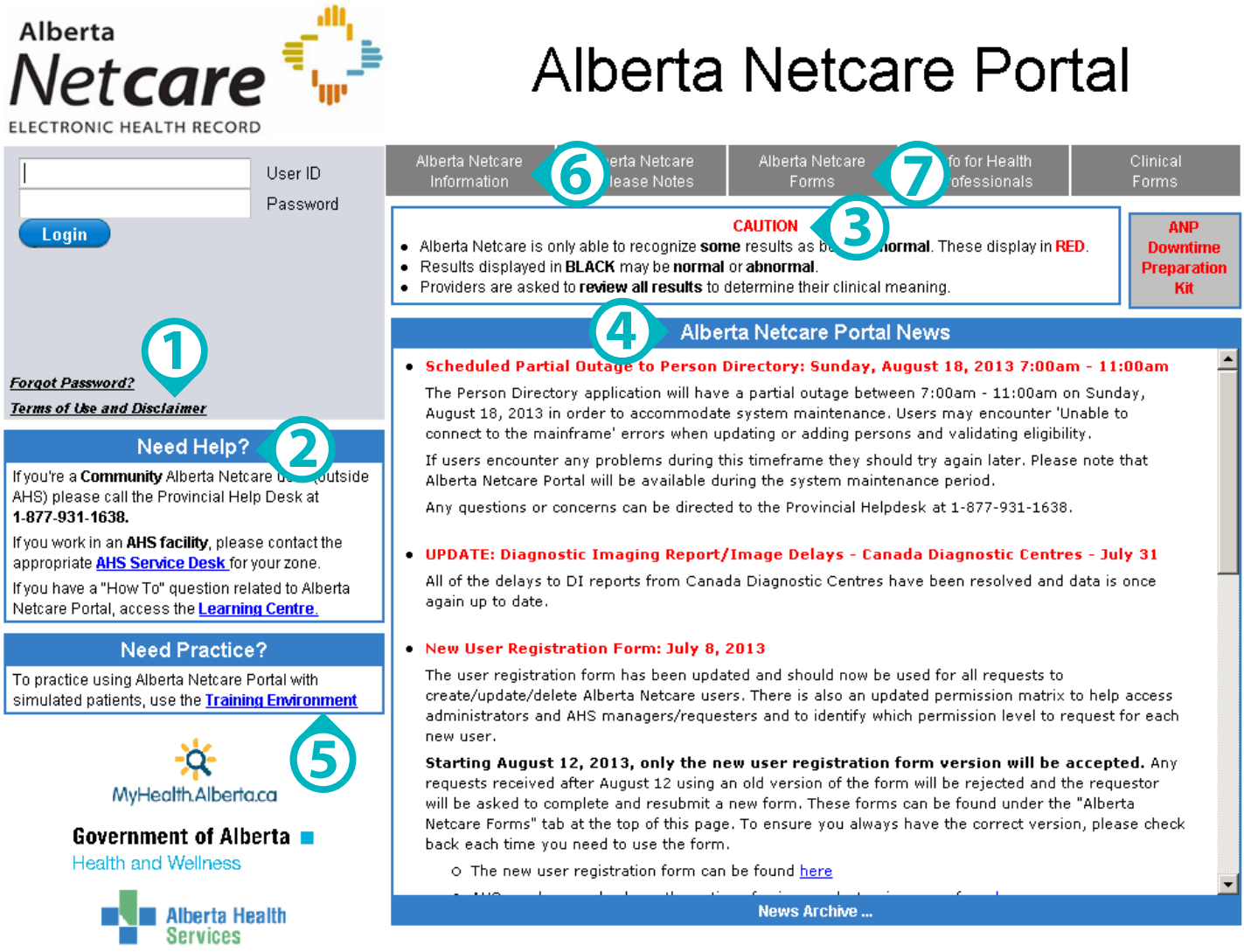
3. When you have finished using Alberta Netcare Portal, be sure to click the Logout button at the top left of the Menu Bar.
4. When printing information from a patient's EHR, follow the policy at your work site in the use and storage of these print-outs.

Tips for using Alberta Netcare Portal

- *Single-click* everything – menus, buttons and icons.
- Let pages *fully load* before trying to select a patient or complete other tasks.
- Look for a progress bar at the bottom of the screen. This shows you an indication of when the results will be displayed.
- Do not use the Backward and Forward buttons on the Internet Task bar. Always use the back button inside of Alberta Netcare Portal.
- Do not exit Alberta Netcare Portal using the exit button (X) on the Internet task bar.

Navigating the Portal Login Page



Terms of Use and Disclaimer	❶	Review Terms of Use and disclaimer. *By accessing Alberta Netcare you agree to be bound by the Terms of Use and Disclaimer and to comply with all applicable legislation.*
Security & Confidentiality		Only authorized users can access a person's medical and demographic data. EHR access is based on your user role and profession. Access permissions and other security credentials are set up to ensure you have enough information available for you to do your job, and that information is accessed only on a need to know basis.
Need Help?	❷	Find numbers to Help Desks and access the Learning Centre.

Caution	❸	Review the content in the Caution box as it is relevant to your use of Alberta Netcare Portal and can change without notice.
Portal News	❹	Used to communicate outages, release notes and announcements. It is important to check this area frequently for the latest updates.
Training Resources	❺	*What is the different between the Training Environment and Learning Centre.* • Learning Centre is a library of current learning materials. Open the Learning Centre first. It will remain open as you work either in the Live Environment or Training Environment. • The Training Environment is a place to practice with simulated patient data.
DATA Availability Table	❻	Location of the most current Data Availability Table.
Administration Forms	❼	Show where forms are located: User Request Form, Administrator Access Requests and to apply/ rescind patient masks.

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Learning Activities

Activity 1: Log in to the Alberta Netcare Portal Training Environment

Assumption: Setup and configuration activities have already taken place. Please refer to the **Setup Guide** for **either** a Community user or an Alberta Health Services (AHS) user for step by step directions for these activities.

The Alberta Netcare Portal Training Environment looks and functions like the "real" Alberta Netcare Portal. The only difference is that you are working with fictitious data. It provides a safe and secure environment for you to learn and practice viewing or updating Electronic Health Record data.

These learning activities are designed around fictitious patients. Any representation to a living person is purely coincidental.

For ease in preparing these instructions, this User Guide will demonstrate all activities using the fictitious patient "George Simpson".

1. Access the Alberta Netcare Portal Login Page	◆ From the Alberta Netcare Portal login page, click the ***Training Environment*** link. It opens a new web page to the Training Environment.
2. Log in to the Alberta Netcare Portal Training Environment	◆ Choose your Permission level and User ID to simulate the view and functionality you will have in the Alberta Netcare Portal Live environment. ◆ Type your selected ***User ID*** in the User ID field (all lowercase and no spaces) ◆ Type ***Training4321*** in the Password field (all lowercase and no spaces). ◆ Click ***Login***. (Facility Selection)[3]. ◆ The Alberta Netcare Portal ***Homepage*** opens. **Note** that this page has been configured for patient searching.

[3] You will see a ***Facility Selection*** dialog box if you are registered for Alberta Netcare Portal access from more than one facility. Select the facility that you are currently working at. If you only work at one facility, you will not see the Facility Selection box.

Activity 2: Search, Open and View Electronic Health Records

Search

Practice searching for George Simpson, Edward Black or Jim Heart

1. Search using a PHN/ULI identifier

- Type the **PHN** in the ***Identifier*** field. You do not need to include a hyphen "-"
  - **George Simpson**: *425346114*
  - **Edward Black**: *101249034*
  - **Jim Heart**: *100068677*
- Click ***Search*** or hit your enter button to display the Search Results
- Click ***Clear*** to try another method to search
- An ***Alternate ID*** can also be used, if the person has accessed the Alberta Health Care system with an Alternate ID. Alberta Netcare Portal does not access the person's home province to retrieve information.

Note: The (Best Practice) search is by PHN/ULI. This will likely results in a "Hit" or "Best match."

2. Preferred search method using a Last / First name, DOB and Gender

- Type [**Simpson**] in the Last Name field and [**George**] in the First Name field,
- Type Date of Birth [**22-Jun-1930**].

You do not need to use Initial Caps, but you **must** include both names. When a ULI is not available; First name, Last name and Date of Birth will most likely result in a match.

- Choose Sex [**Male**].
- Click ***Search*** to display the Search Results.

Basic demographic information is displayed for each record found.

- If the search results returned a patient you were not searching for, click ***Clear*** to search again.
- If the correct George has been found, you can click anywhere on the row to open his Electronic Health Record (EHR).

Note: If a person has masked their Electronic Health Record, an Alberta Netcare Masking icon appears to the left of the person's name. To unmask the record, click anywhere on the record and follow the directions provided.

Open

3. Open the EHR file

- Open [**George Simpson's**] EHR file.

View

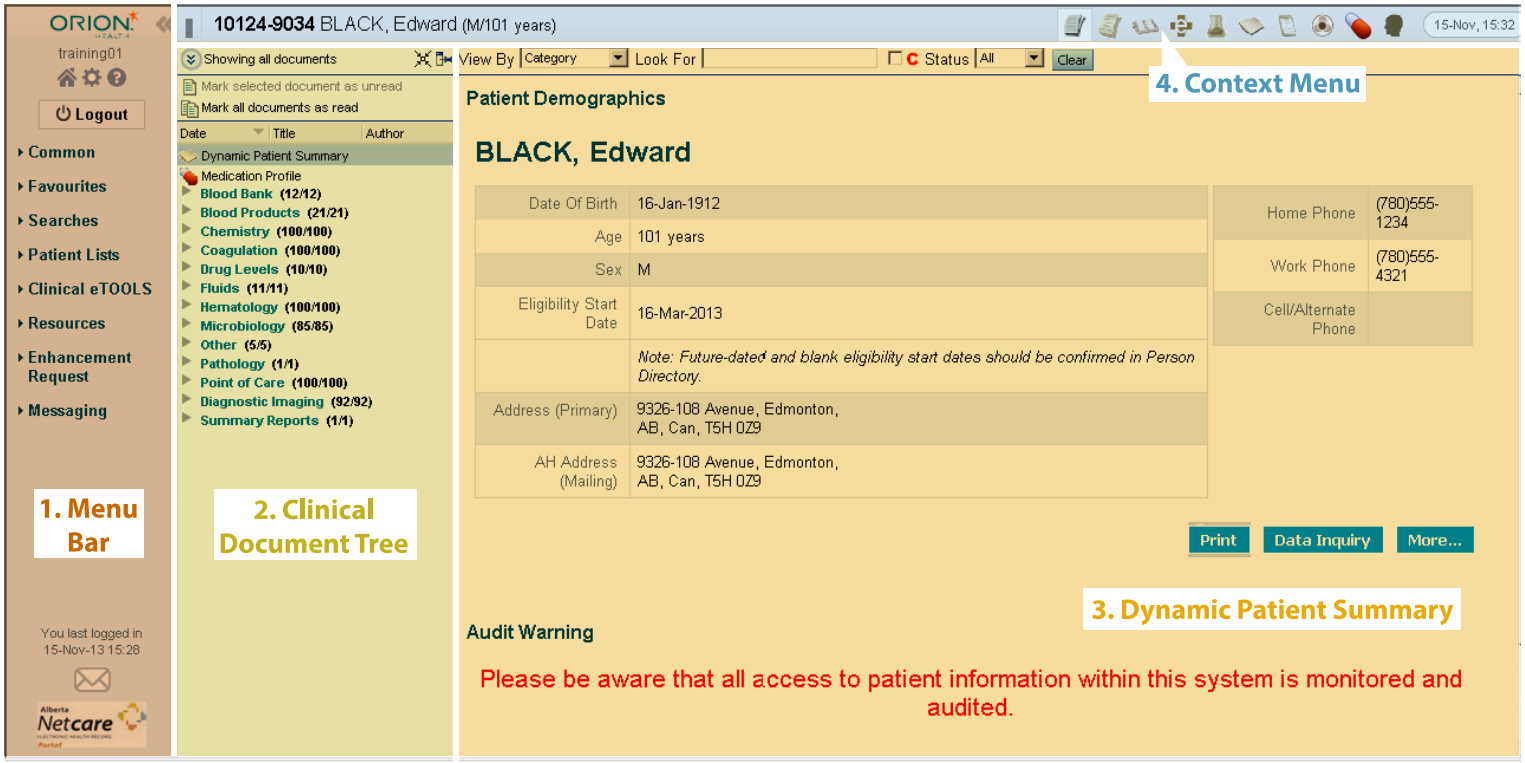
When you open a patient's EHR, it navigates to the Clinical Document Viewer (CDV). The default view consists of:

4. Open the EHR file

1. The ***Menu Bar*** on the far left (My Details, Favourites, Searches, Patient Lists, Help, Messaging, etc).
2. The ***Clinical Document Tree*** includes all available clinical documents including lab results, diagnostic imaging, images and other transcribed documents. You click on the drop-down list on folders to view additional information for each type of document item.
3. ***Dynamic Patient Summary*** on the far right side (Patient Demographics and Audit Warning windowlets display by default).
4. ***Context Menu*** *includes:*
   A. **Patient Identification:** Patient name, PHN and navigational Arrows.
   B. ***Icons*** provide access to other areas of the EHR (Refer to Icon chart on Page 6).
   C. **View by / Look For / Critical / Status:** provides different methods of filtering the reports.

Audit Warning windowlet

Alberta Netcare Portal access is routinely monitored and audited on a regular basis as well as at the request of a patient/physician/manager.



Icon Chart

	Limited Documents — Displays a limited number of patient records (default is 100 records per category OR last 2 years – whichever is less).		***AHS-Rural Flows*** — Displays lab data from AHS-South, AHS-Central and AHS-North.
	All Documents — Displays all patient records.		***Patient Event History*** — Lists encounters with AHS-Edmonton facilities.
	AHS-Edm Flows — Displays all numeric lab results, over a period of time and in table format, from AHS-Edmonton.		***Immunization History*** — Lists immunization history from AHS-Edmonton's Community Health System.
	AHS-Edm Acute Care Flows — Displays 39 predefined numeric lab results, over a period of time and in table format, from AHS-Edmonton.		***Pharmaceutical Information Network (PIN)*** — Displays prescription, dispense and allergy/intolerance information on patients throughout Alberta.
	AHS-Cal Flows — Displays lab data from AHS-Calgary.		

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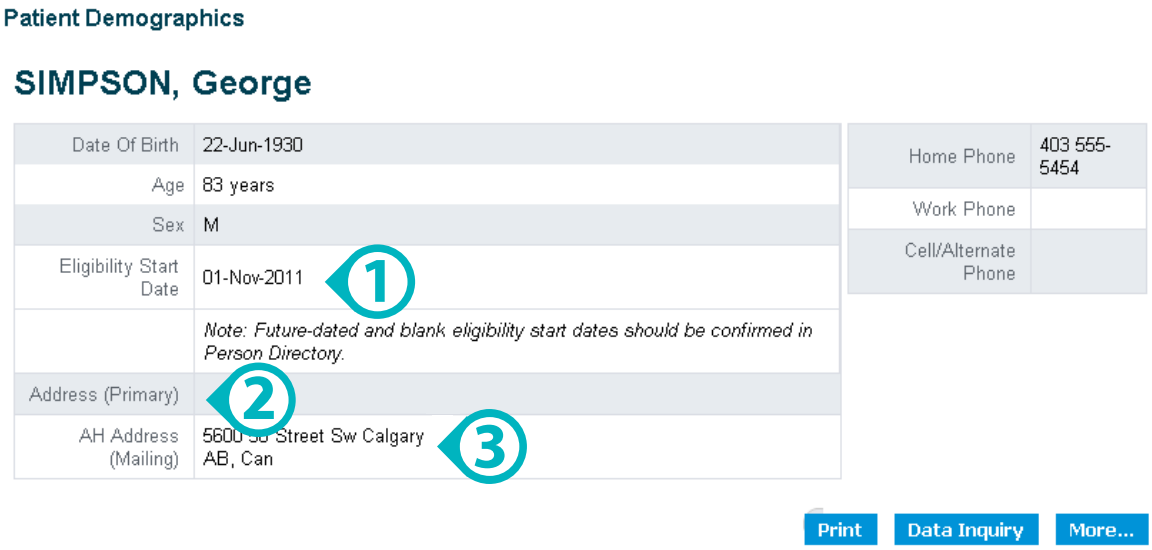
Patient Demographics

The Patient Demographics windowlet displays First and Last Name, age, address and phone numbers.

1. A person's eligibility for Alberta Health Care Insurance Plan (AHCIP) coverage is identified by the Eligibility Start Date.
   - If you want to view the person's eligibility history, you will need to access this information through Person Directory. Refer to **Activity 11** for instructions on using Person Directory.
2. Address (Primary) – The demographic information displayed in Alberta Netcare Portal is accessed from the AHS Client Registry.
3. Address currently on file with Alberta Health (AH).



Printing / Data Inquiry / More

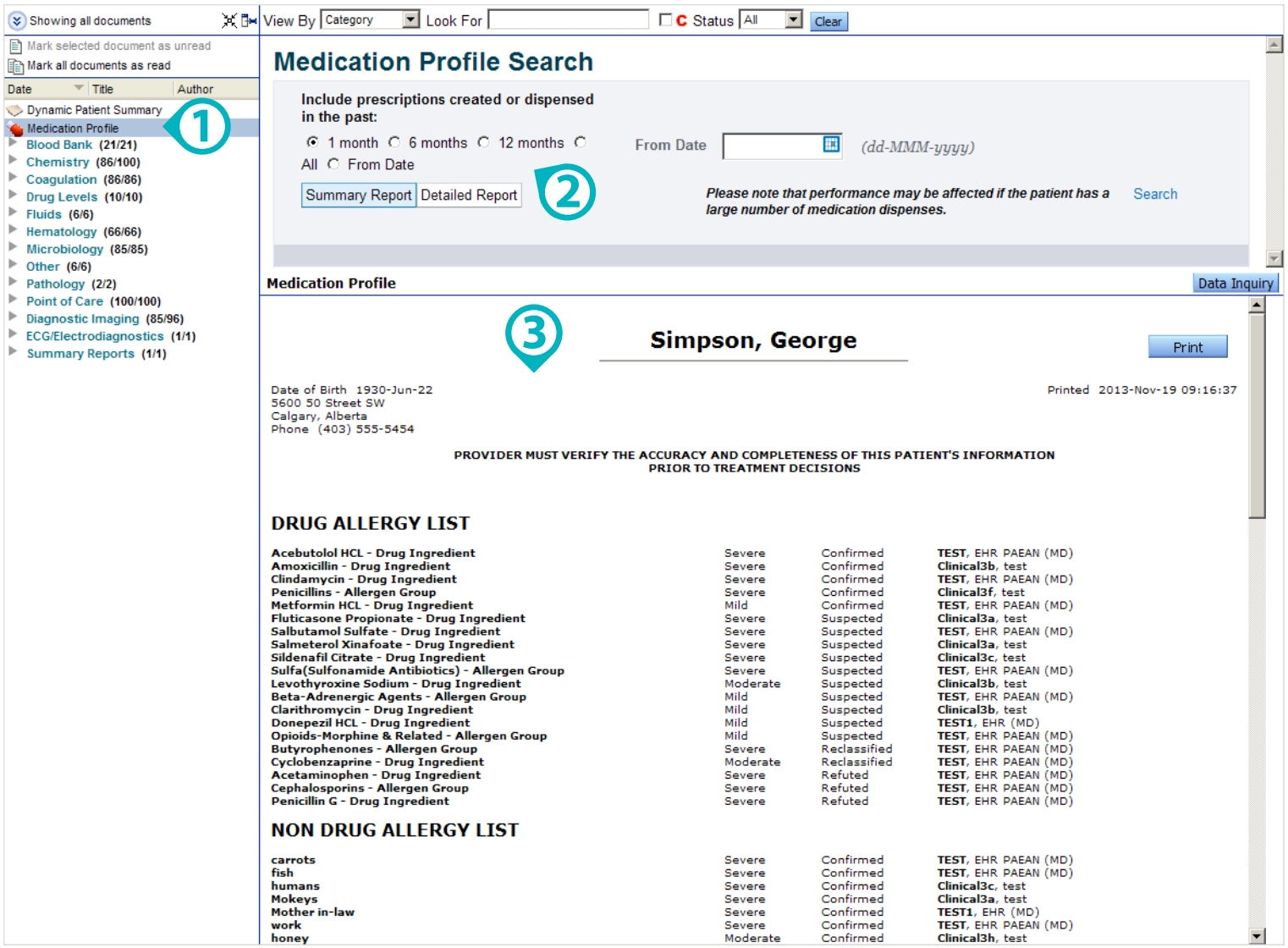
Note: It is **critical** to keep the demographic data information current. Verifications against the demographic data are constantly being performed, allowing the patient's test results to be viewable in Alberta Netcare Portal.

- Click ***Print*** to view a hardcopy.
- Click ***Data Inquiry*** to send a suspected inaccurate demographic record for review.
- Click ***More*** to view data not available in the basic Patient Demographic windowlet.
- Follow the **Policies, Procedures and Guidelines** set out for your worksite when you print any patient-related documentation.

Activity 3: View the Medication Profile

The Medication Profile will provide information (for viewing only), on a patient's allergies, intolerances, medications and dispenses. The Medication Profile can be opened by authorized users without needing to configure a PIN userID and password in My Details.

Note: Configuration of the PIN user ID and passwords is still necessary to access the full functionality of the PIN application from the context menu bar. This includes the entry of allergy and intolerances and the ability to prescribe within the PIN application.



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Viewing a Medication Profile

1. Click the ***Medication Profile*** icon on the ***Clinical Document Tree***.

2. ***Search Criteria*** automatically defaults to a 1 month Summary Report. This can be manually set to another date range. The Detailed Report type may also be selected.

   If the patient has more than one Unique Lifetime Identifier (ULI), the list of ULIs will be displayed in the Search Criteria section so that a ULI can be selected prior to running the Medication Profile report request.

   If the Medication Profile for a patient without a ULI is accessed, the following error message will be displayed:

   > As this patient does not have a ULI, no medication information can be retrieved from PIN.

   The following warning message is displayed in the search criteria screen:

   > Please note that performance may be affected if the patient has a large number of medication dispenses.

3. ***Search Results*** display the ***Medication Profile*** based on Search Criteria. This includes:

   - Header contains patient demographics and the provider warning.
   - Allergy information that displays drug/ non-drug, allergy and intolerance information.
   - Chronological view of prescriptions and dispenses.

Activity 4a: Locate, view and print a single lab result

Locate, View and Print

Visual Cues Description:

A **Bold** document name indicated you have NOT viewed this document.

A ***red document name*** indicates that one or more numerical results fall outside the normal range.

A ***red C*** indicates that one or more numerical results fall ***critically*** outside the normal range.

A test result with a ~~strikethrough~~ format means that a result has been removed from view, either by the data source (cancelled) or by the Data Integrity Unit (mismatch).

An *italic name* means only an interim or pending test result is available.

A ***question mark*** (**?**) means the date of birth and/or gender on the test results DO NOT MATCH the patient's demographic data in the EHR.

Locate, view and print a ***Creatinine lab result*** by scrolling in the **Clinical Document Tree**.

a. Click the ***Clinical Documents*** (All) icon in the **Context Menu** at the top of the Alberta Netcare Portal window to list all available patient records.

b. Each drop-down list has a name (Chemistry, Blood Bank, etc.) If the folder name is **Bold** you have NOT viewed one or more documents in the folder. The following icon indicates the type of result in each folder.

	Numeric Result
	Text Result
	Diagnostic Imaging

c. Click the ***Chemistry*** folder in the **Clinical Document Tree**.

d. Locate the ***17-Jan-10 Creatinine*** lab result. The latest or most recent results are at the top of the listing, so you may need to scroll down. The result shows:

1. It was ordered by Dr. Poinin
2. The test was done at the UAH including Date/Time Collected and Reported
3. Mr. Simpson's result is ***167** (the * identified it is **abnormal**; if it is was **critically abnormal** it would be preceded by an ***red C*** in the tree and would have two ** next to the result).
4. The range of Normal is between **45 – 125 umol/L**
5. Abnormality: **High**

e. Click ***Print*** at the top right of the screen to print the selected result.

Worksite Print Policies

Follow the **Policies, Procedures and Guidelines** set out at the site you work at when you print any documents.

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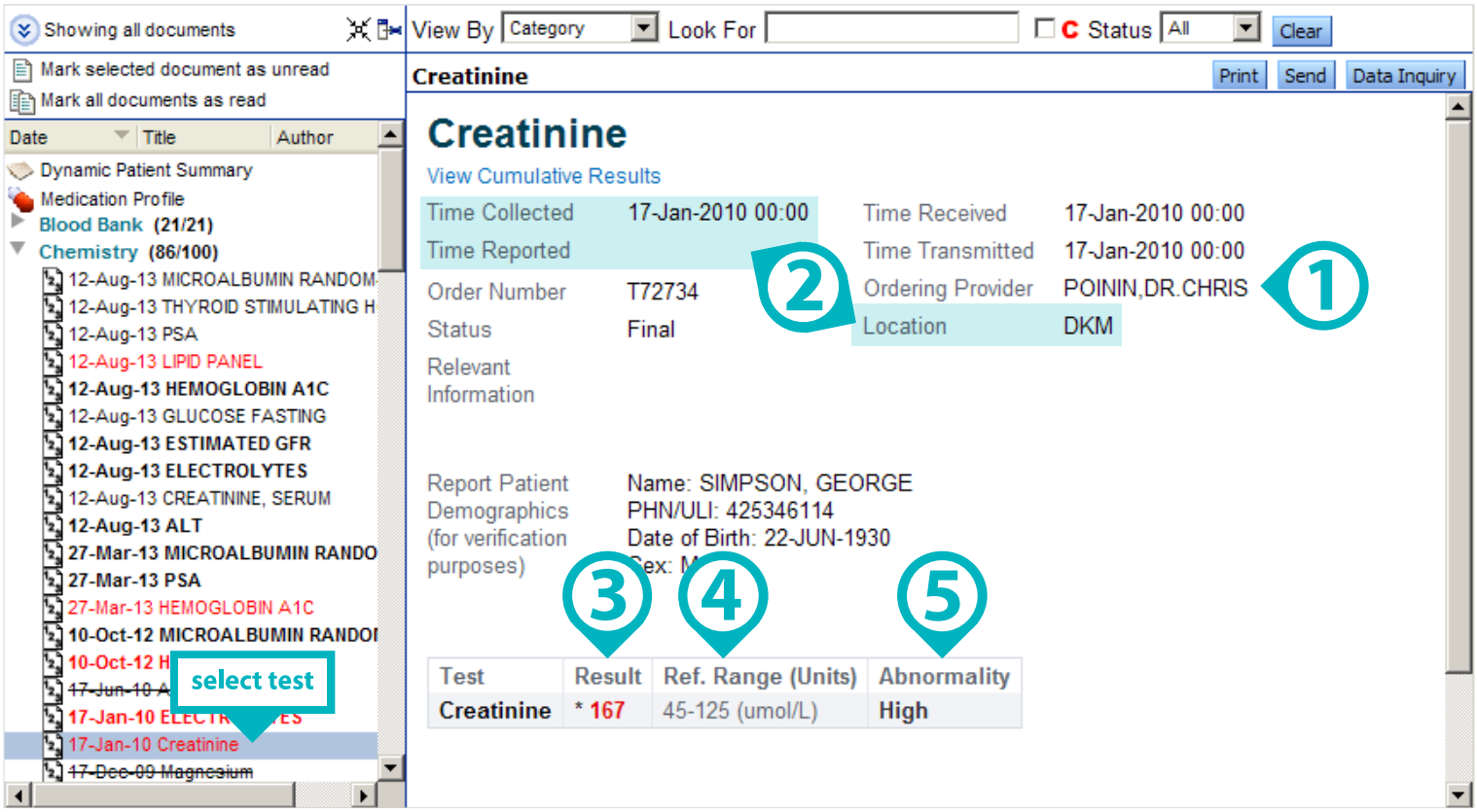
Alberta Netcare ELECTRONIC HEALTH RECORD



Send: Used to attached this result to an internal email system to another person who accesses Alberta Netcare Portal. Ensure that the recipient has the correct permission level to view the record.

Data Inquiry: Used to send a message to the Data Integrity Team, alerting them that there is misinformation on a particular result. An email text box will appear, allow you to type a message.

Activity 4b: View and Print a Cumulative Result

Only results from the same single data source (point of origin) of the selected test result are displayed.

View and Print Trending Series

From the Lab Result screen, click the ***View Cumulative Results*** link to view the trend for these Creatinine levels.

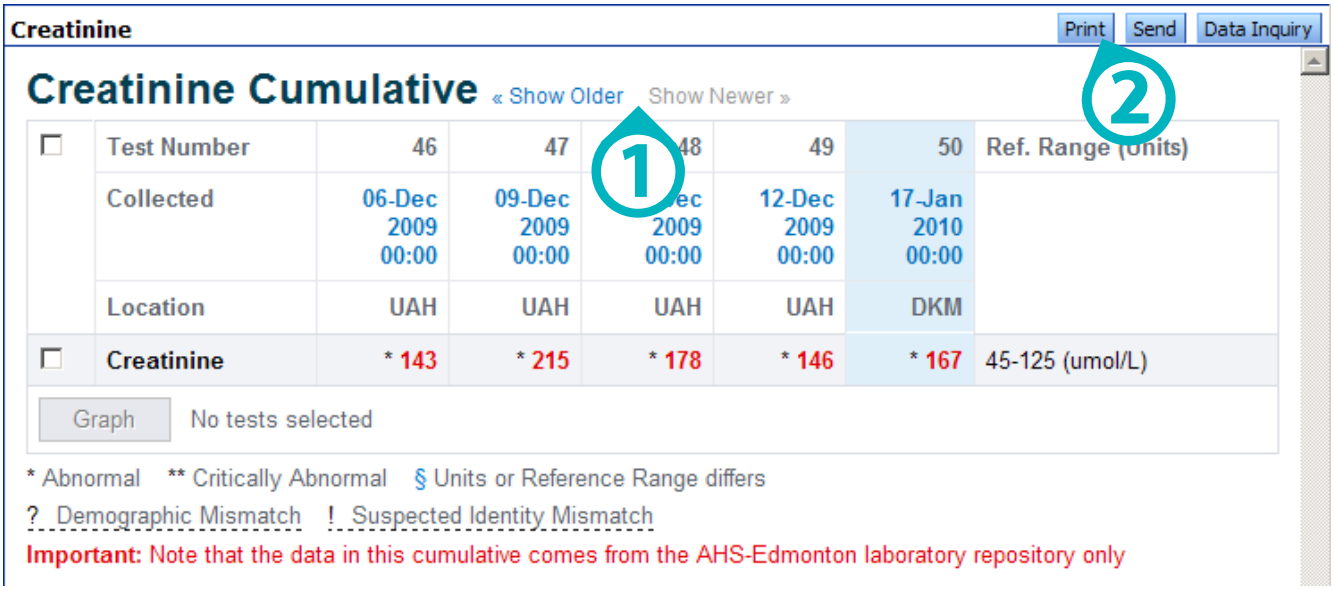
The **highlighted** column indicates the lab result that was originally selected.

Note that each column is numbered. These are the number of results in the patient's EHR.

Note: The Show Older and Show Newer buttons will only be functional if there is more historical or recent results.

The number of columns defaults to 5 columns of test results.

1. Use the blue ***Show Older*** or ***Show Newer*** links to view historical or more recent results.
2. Click ***Print*** to print the selected result.



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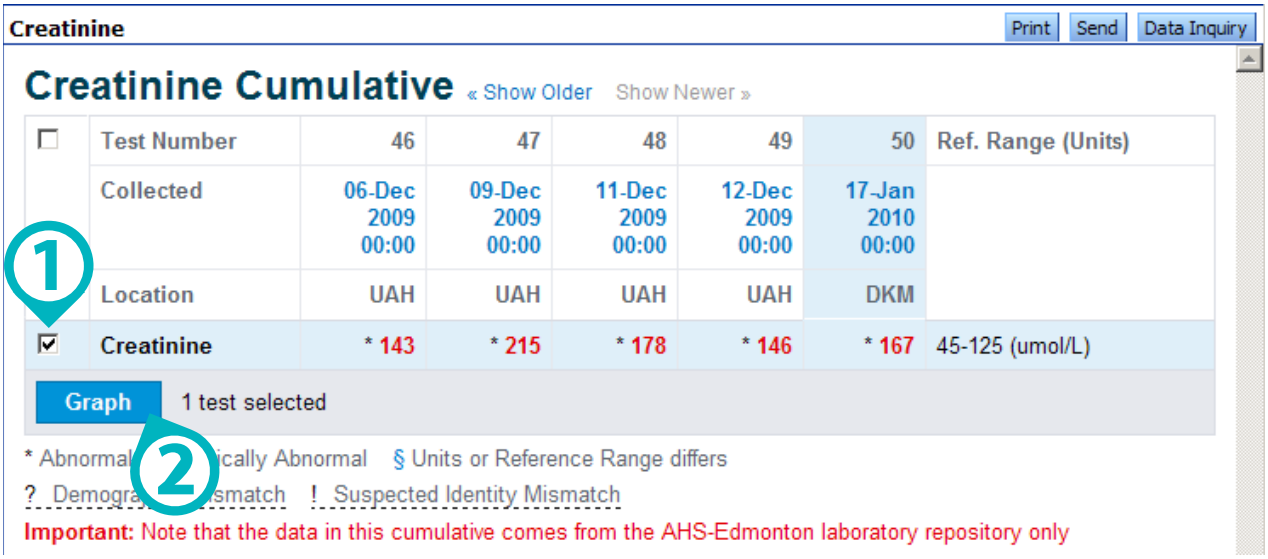
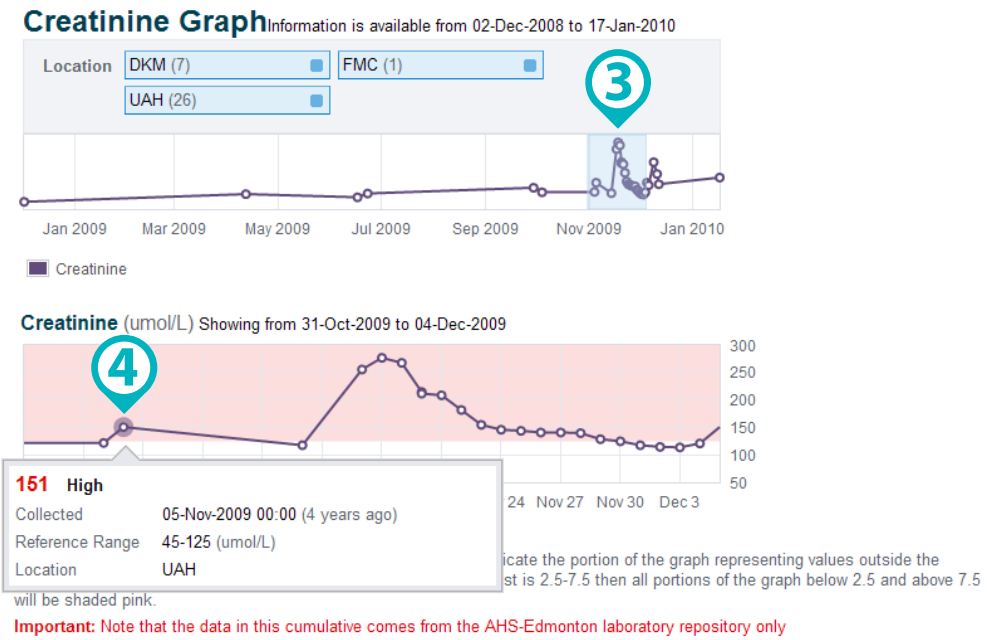
Alberta Netcare ELECTRONIC HEALTH RECORD

Activity 4c: Locate and Graph Lab Results

View and Print a Chart

1. Select the Check box beside the ***Creatinine*** lab result.
2. Click the ***Graph*** button.





3. To change the **time range** to narrow or widen the result window, click and drag your mouse to highlight the time period or results desired on the top graph. The graph will automatically update.
4. Hover your mouse over each plotted point to view the lab information.

Click another item from the Clinical Document Tree or the test result link at the top of the graph page to return to the Cumulative Results screen.

Activity 5: Locate, View and Print a Diagnostic Image (DI) Result

View and Print a DI Result

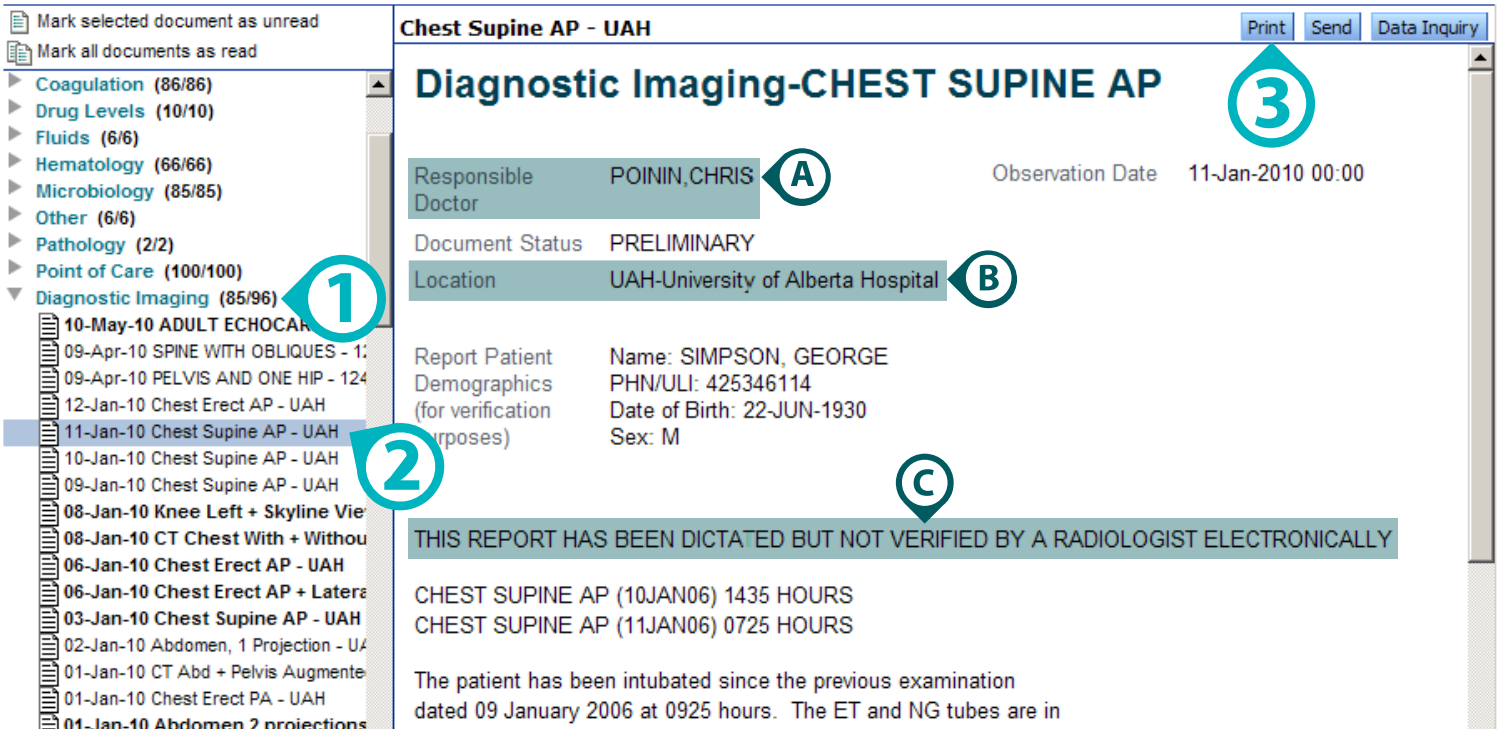
1. Click the ***Diagnostic Imaging*** folder in the Clinical Document Tree.
2. Click the ***11-Jan-10 Chest Supine AP – UAH*** result.

   Note the following information:

   A. Ordering Provider

   B. Test was performed at University of Alberta Hospital.

   C. The dictating radiologist is named at the bottom of the report with the dictation date (when available).
3. Click ***Print*** to print the report.



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Alberta Netcare ELECTRONIC HEALTH RECORD

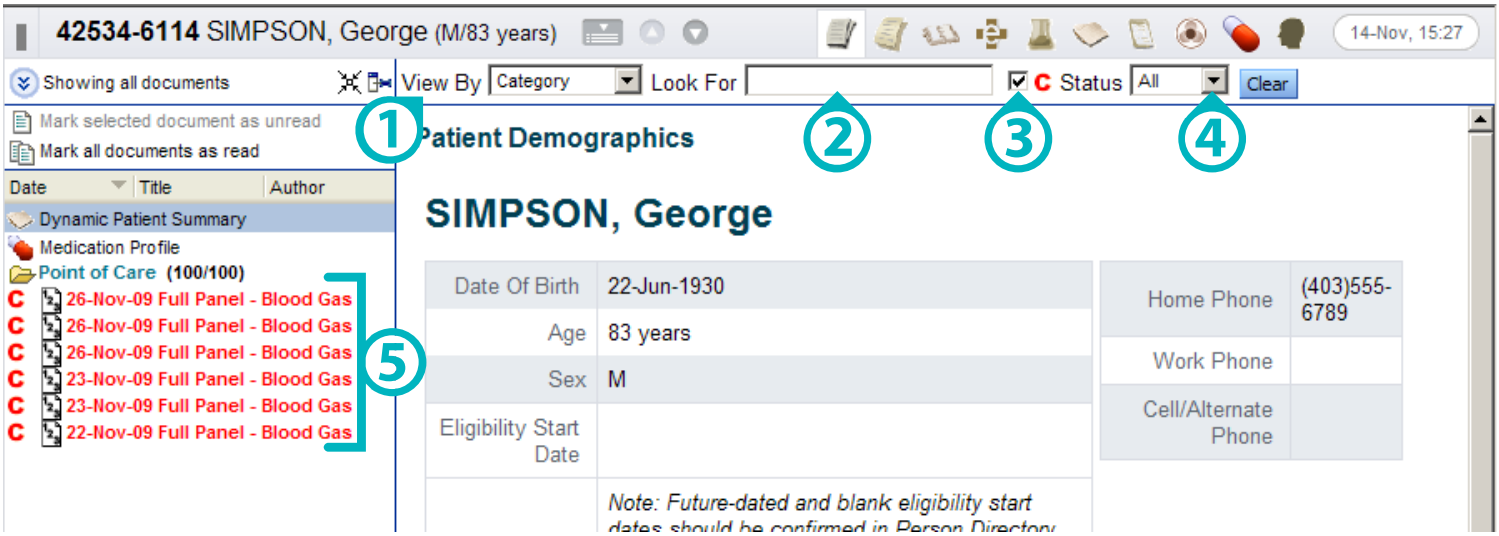
Activity 6: Searching for Specific Results

In this example you will see ways to look for specific results by using the filtering tools.

Using Filters to Search for Specific Results

A. Filters:

1. Click the ***View By*** dropdown arrow to review a list of viewing options. Leave ***View by*** as **Category**.
2. Leave the ***Look For*** field blank.
   If you use this field; you will notice a filter of possible "hits" until the lab result is found.
3. Select the ***Critical*** check box to limit the search to critical results only.
4. Click ***Status*** dropdown to review addition document statuses. Leave the ***Status*** as **All**.
5. **Filter Results :** As you select filter criteria, the display in the Dynamic Patient Summary will show a limited list of results that meet the criteria.



Activity 7: Locate and View a Flowsheet

Flowsheet functions are available in AHS-Edmonton Lab Flowsheet, AHS-Edmonton Actue Care Flow Sheet, AHS-Calgary Lab Flowsheet and AHS-Rural Lab Flowsheet found within the Menu Bar.

The three AHS Lab Flowsheets display a history of all numeric lab results carried out for the patient in that AHS Zone, from a specific data source.

The AHS-Edmonton Acute Care Flowsheet is a set of 39 pre-determined tests displayed over a selected period of time. This type of flowsheet does NOT organize test results into Categories.

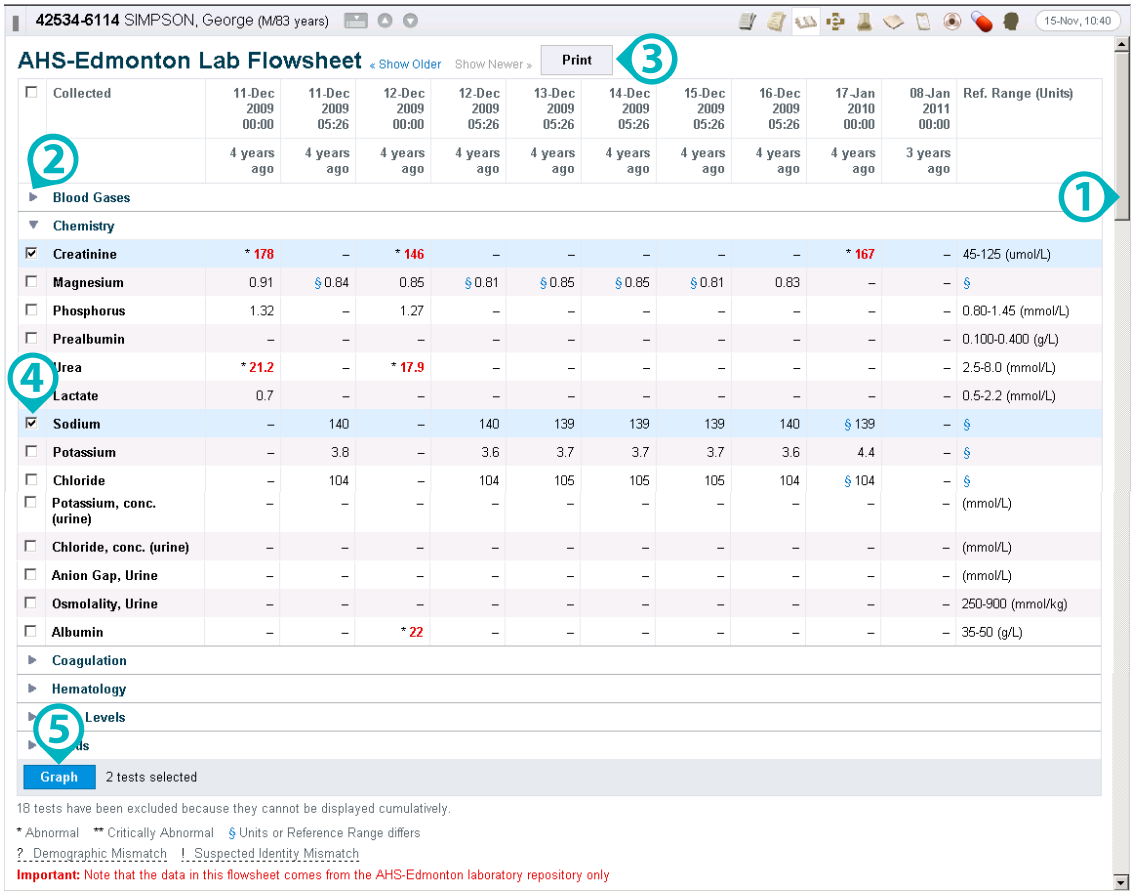
Locate and View a Flowsheet

Hover your mouse over each flowsheet icon. A tool-tip indicates which AHS flowsheet it belongs to. Refer to Chart Icons on page 6.

Click the ***Flowsheet*** icon that represents ***AHS-Edmonton Lab Flowsheet*** in the ***Context Menu***.

To view results, either:

1. Use the ***scroll bar*** on the right side to scroll up and down.
2. Collapse or expand groups by clicking on the ***grey arrow***.
3. Print this group of data by clicking on the ***Print*** button at the top of the screen.
4. To create a graph, select one or more of the ***Test Result*** checkboxes.
5. Scroll down to the bottom of the page and click ***Graph***.



A ***"blank" column or row*** indicates that there may be a textual result, not a numeric result for that specific column date.

A ***Units or Reference Range Differs*** warns you when the results displayed as a flowsheet have been processed by different *facilities* using *different reference ranges*.

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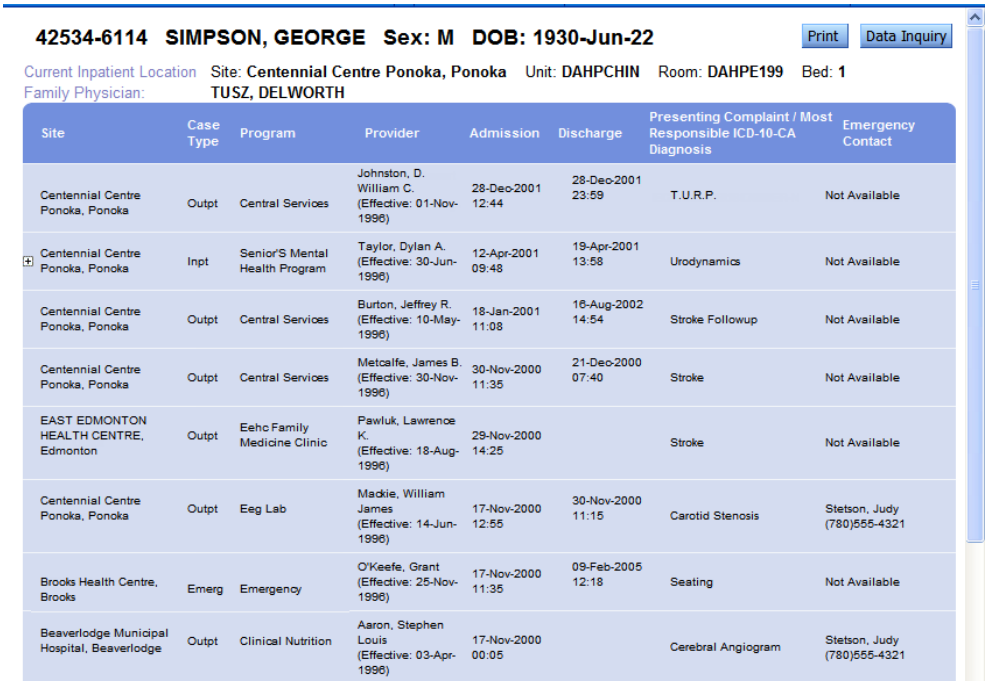
Alberta Netcare ELECTRONIC HEALTH RECORD

Activity 8: View Event History

The **Patient Event History** summarizes a patient's contact with an AHS zone's health facilities. The availability of these histories depends on the AHS zone. An up-to-date Data Availability Table can be viewed on Alberta Netcare Portal's Login page.

Viewing a Patient's Event History



42534-6114 SIMPSON, GEORGE Sex: M DOB: 1930-Jun-22 Print Data Inquiry

Current Inpatient Location Site: **Centennial Centre Ponoka, Ponoka** Unit: **DAHPCHIN** Room: **DAHPE199** Bed: **1**
Family Physician: **TUSZ, DELWORTH**

Site	Case Type	Program	Provider	Admission	Discharge	Presenting Complaint / Most Responsible ICD-10-CA Diagnosis	Emergency Contact
Centennial Centre Ponoka, Ponoka	Outpt	Central Services	Johnston, D. William C. (Effective: 01-Nov-1996)	28-Dec-2001 12:44	28-Dec-2001 23:59	T.U.R.P.	Not Available
Centennial Centre Ponoka, Ponoka	Inpt	Senior'S Mental Health Program	Taylor, Dylan A. (Effective: 30-Jun-1996)	12-Apr-2001 09:48	19-Apr-2001 13:58	Urodynamics	Not Available
Centennial Centre Ponoka, Ponoka	Outpt	Central Services	Burton, Jeffrey R. (Effective: 10-May-1996)	18-Jan-2001 11:08	16-Aug-2002 14:54	Stroke Followup	Not Available
Centennial Centre Ponoka, Ponoka	Outpt	Central Services	Metcalfe, James B. (Effective: 30-Nov-1996)	30-Nov-2000 11:35	21-Dec-2000 07:40	Stroke	Not Available
EAST EDMONTON HEALTH CENTRE, Edmonton	Outpt	Eehc Family Medicine Clinic	Pawluk, Lawrence K. (Effective: 18-Aug-1996)	29-Nov-2000 14:25		Stroke	Not Available
Centennial Centre Ponoka, Ponoka	Outpt	Eeg Lab	Mackie, William James (Effective: 14-Jun-1996)	17-Nov-2000 12:55	30-Nov-2000 11:15	Carotid Stenosis	Stetson, Judy (780)555-4321
Brooks Health Centre, Brooks	Emerg	Emergency	O'Keefe, Grant (Effective: 25-Nov-1996)	17-Nov-2000 11:35	09-Feb-2005 12:18	Seating	Not Available
Beaverlodge Municipal Hospital, Beaverlodge	Outpt	Clinical Nutrition	Aaron, Stephen Louis (Effective: 03-Apr-1996)	17-Nov-2000 00:05		Cerebral Angiogram	Stetson, Judy (780)555-4321

Click the ***Patient Event History*** icon on the ***Context Menu***.

The results displayed summarizes a patient's contact with an AHS zone's health facilities.

Click ***Print*** to print the event history.

Click ***Data Inquiry*** to report suspected problems with the data being viewed. An e-mail with the attached record is sent to the Data Integrity Team.

Activity 9: View Immunization History

The **Immunization History** summarizes a patient's immunization history. Only those immunization records with an attached Provincial Health Number (PHN) are displayed. An up-to-date Data Availability Table can be viewed on Alberta Netcare Portal's login page.

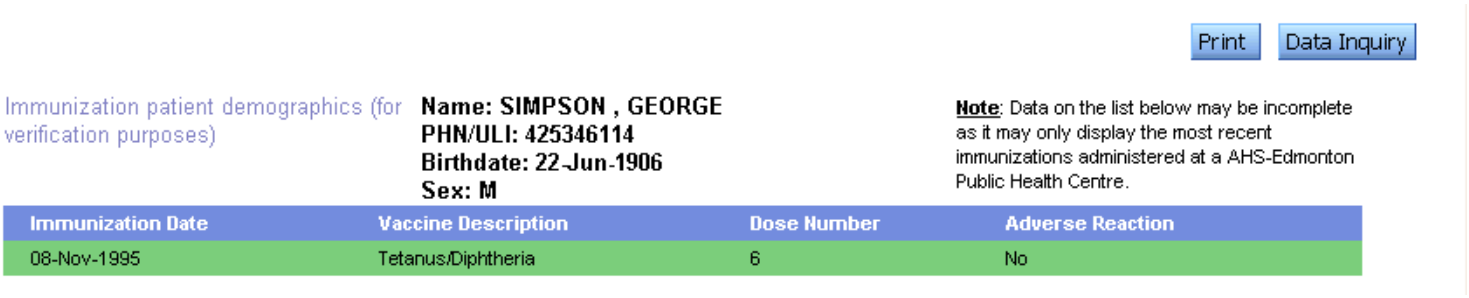
Viewing a patient's Event History

Click the ***Immunization History*** icon on the ***Context Menu***.

The results displayed are for the immunization history from the AHS-Edmonton Community Health system. Note: this is for Public Health only – not clinics.

Click ***Print*** to print the event history.

Data Inquiry is used to report suspected problems with the data being viewed. An e-mail with the attached record is sent to the Data Integrity Team.



If the immunization was performed when the patient was a child, it is highlighted in **blue**.

If the immunization was performed when the patient was an adult, it is highlighted in **green**.

Never *access information for yourself, family, friends, neighbors or co-workers.*
(Call HIA Helpdesk with any questions at 780-427-8089 or Toll Free at 310-0000+780-427-8089)

Activity 10: Locate, View and Print Medication and Dispensing Information

PIN provides access to a patient's active and historical medications, as well as community pharmacy dispense information. Medication information is either generated directly within PIN by a prescriber by batch file, or made available from the System to System environment with a Physician Office or Community Pharmacy.

Search for Edward Black's PHN

In Alberta Netcare Portal, perform a search for PHN **10124-9034**.

Review Demographic and Allergy Information

Click the ***PIN*** icon on the ***Context Menu***.

Provider must verify the accuracy of this patient's information prior to treatment decisions.

Allergy information is entered manually and directly into PIN.

PIN Icons

	Blue Cross
	Cancer Board
	Contraindication
	Other Medications that are entered directly into PIN.
	Pharmacy Batch
	Triplicate
	Other Medications entered by Pharmacy Batch

Categories

Prescriptions designated as **Continuous** or **Short-Term** display if a physician or pharmacist has used PIN to prescribe the specific medication, or if the medications have been received from System to System.

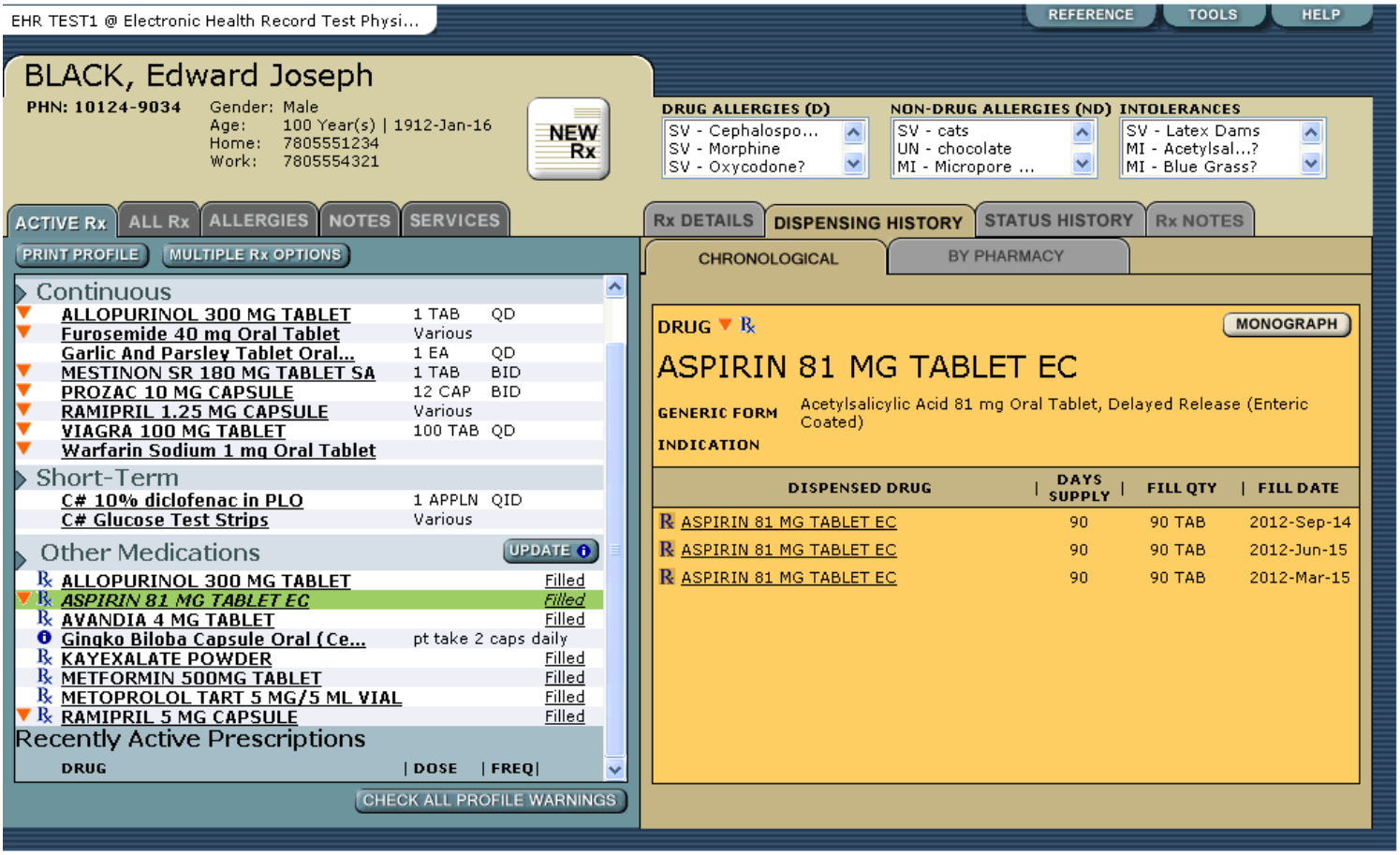
The category **Other Medications** displays information received from community pharmacies, informational prescriptions as well as non-prescription information. The default view will display the chronological list of associated dispenses.

Recently Active Prescriptions represent the prescriptions that have expired and are removed from the Continuous, Short Term Categories and Other categories.

All Rx tab lists prescriptions in the three sort orders: Chronological Order, Alphabetical Order and by Inactive Date.

View medication and dispensing information in PIN

Prescription information is displayed in the details panel on the bottom right.



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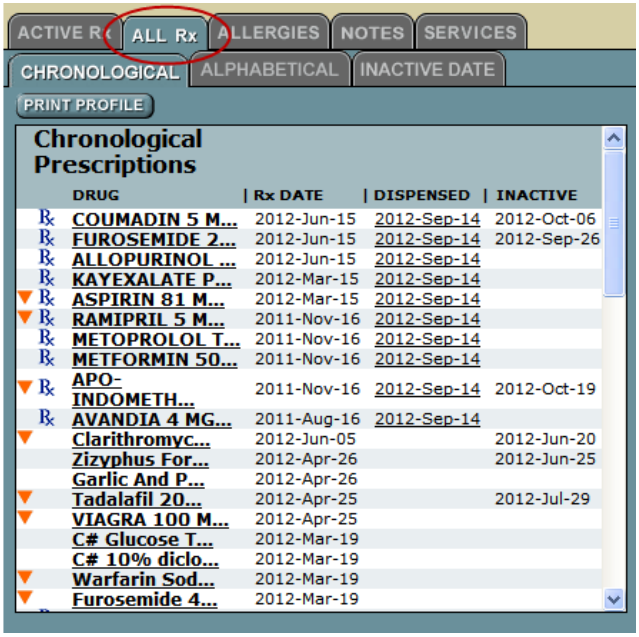
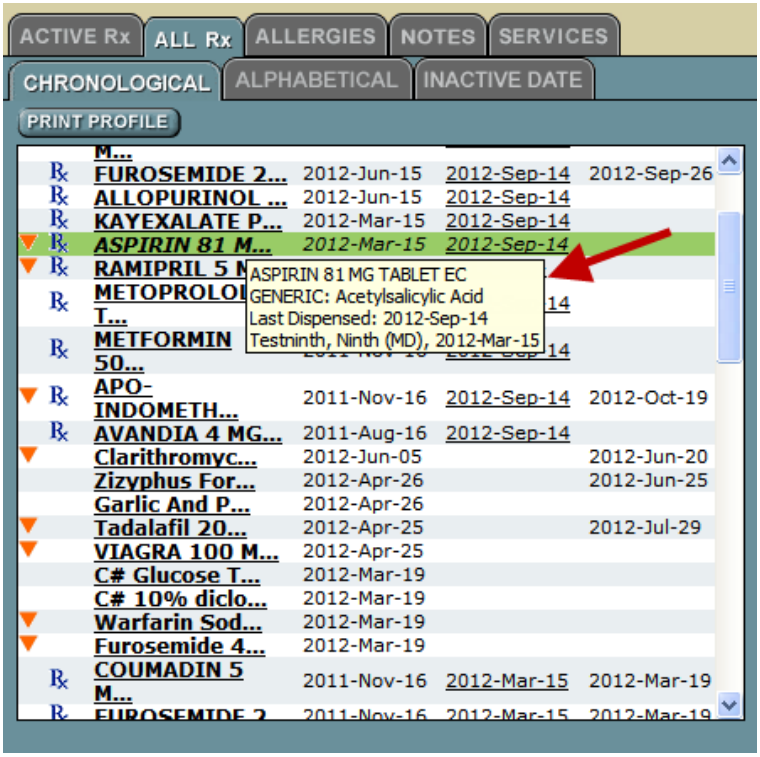
All Rx



Click the **All Rx** tab to view prescriptions by Chronological, Alphabetical or Inactive Date order.

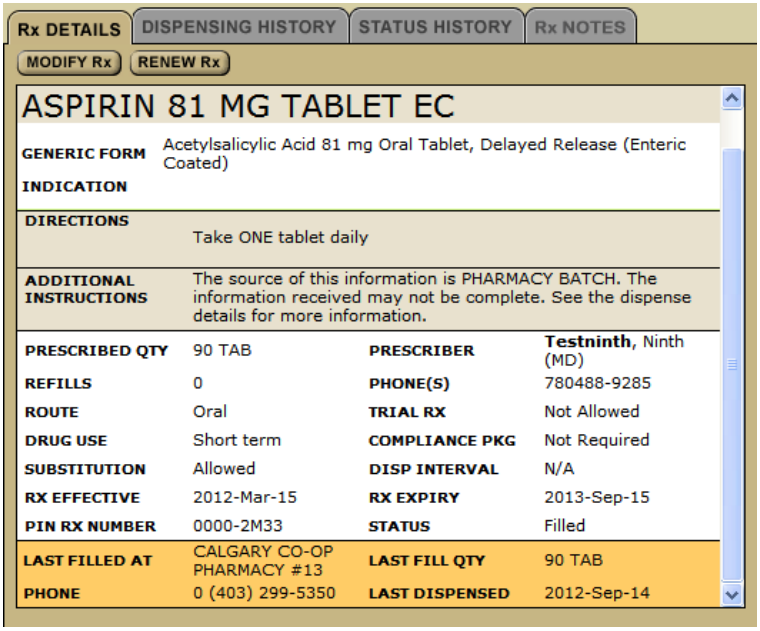
Screen 1 activity



Hover over the ***Aspirin 81 MG Tablet*** prescription to view its tool-tip.

Click the ***Aspirin 81 MG Tablet*** prescription to view its Rx Details and dispensing information (See Screen 2 Activity)

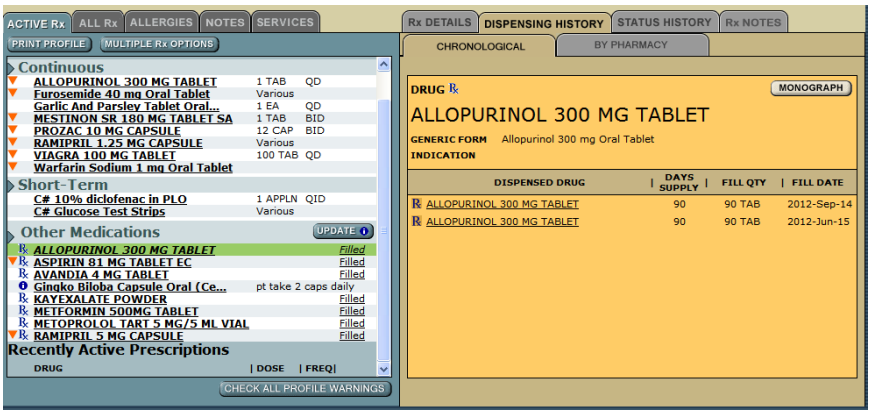
Screen 2 activity



The **Rx Details** view provides the prescriber entered information:

- Drug name, dose, form and route.
- Administration instructions (directions and additional instructions).
- Name of prescribing physician and their phone number.
- Pharmacy where the prescription was last filled.

Screen 3 activity



1. **Other Medications**. The Rx Details view represents the first dispense information along with the most recent dispense information.
2. The **Dispensing History** view represents the most recent dispensing information. The default view is chronological. You can also view by Pharmacy.
   A. Click ***Dispensing History*** – defaults to Chronological View.
   B. Click on any medication in the ***Other Medication*** category or on **Filled** on the **Active Rx** tab, to go to the default Chronological Dispensing History view.

Note: If medication is dispensed at a new dose, it will be displayed as a separate event.

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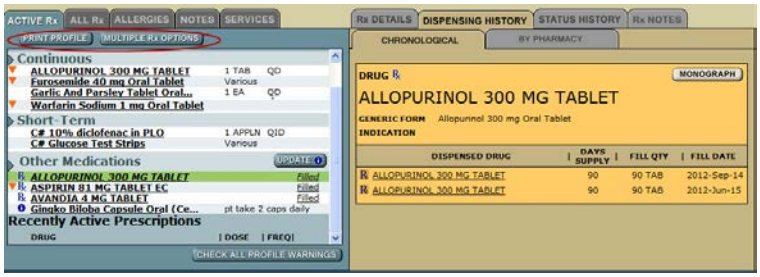
Alberta Netcare ELECTRONIC HEALTH RECORD

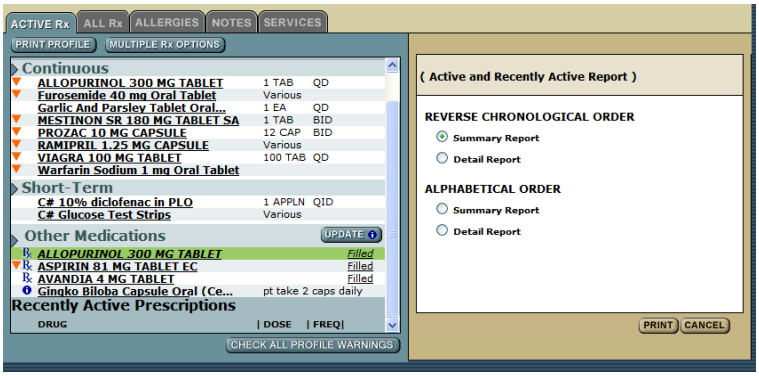
Print a PIN Profile



Locate the ***Print Profile*** button on the left side of the screen.

> If the screen resolution is 1024 x 768, you will see both buttons.
>
> If your screen resolution is 800x600, you will only see the Print Profile button.

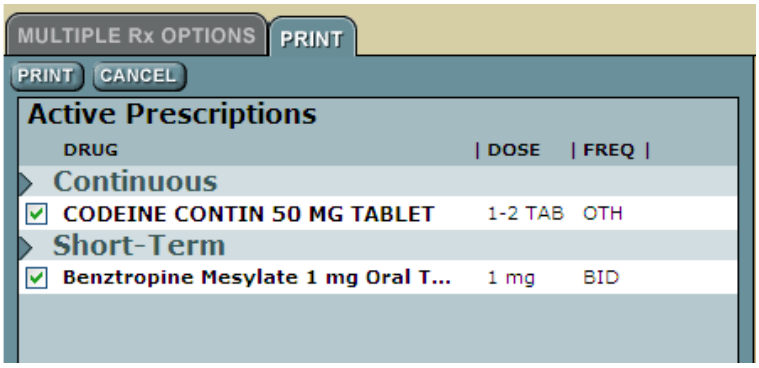
Click the ***Print Profile*** button.



1. Choose your printing parameters:
   A. **Reverse Chronological Order**
      - o Summary Report
      - o Detail Report

   B. **Alphabetical Order**
      - o Summary Report
      - o Detail Report
2. Click ***Print***.

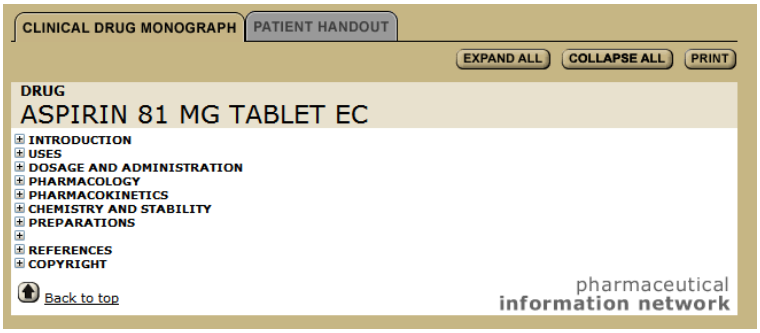
Print Multiple Rx Options



This option is only available for prescriptions that have not been filled.

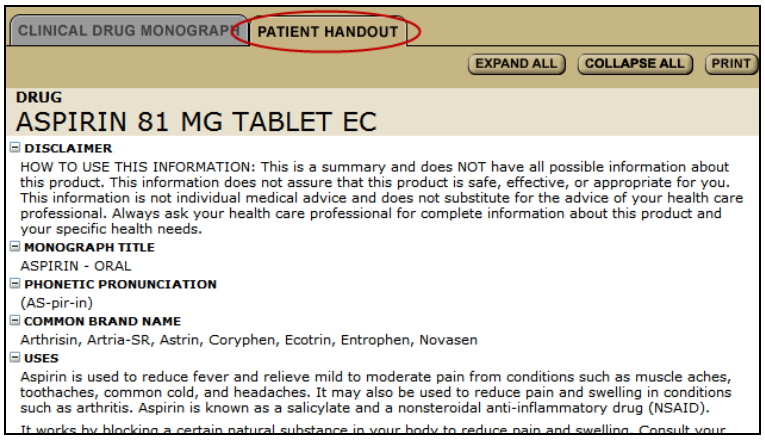
1. Click ***Multiple Rx Options*** tab.
2. Click on ***Print*** tab.
3. ***Check*** the prescriptions to print.
4. Click ***Print*** button.

View or Print Clinical Drug Monograph



1. Select a prescription.
2. Click the Monograph button from the Rx Details page.
3. Click ***Expand All*** or click on the ***Item*** you want to view such as Dosage and Administration.
4. Click ***Print.***

Print Patient Handout



1. Click ***Expand All.***
2. Click ***Print.***

Prescribing within PIN or within a S2S environment

If you are prescribing within PIN or within a S2S environment, please contact your Transition Coordinator or the Provincial Help Desk for assistance with setting up your User Preferences.

Provincial Help Desk: 780-412-6778
or toll free at 1-877-931-1638

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Activity 11: Viewing Eligibility in Person Directory (PD)

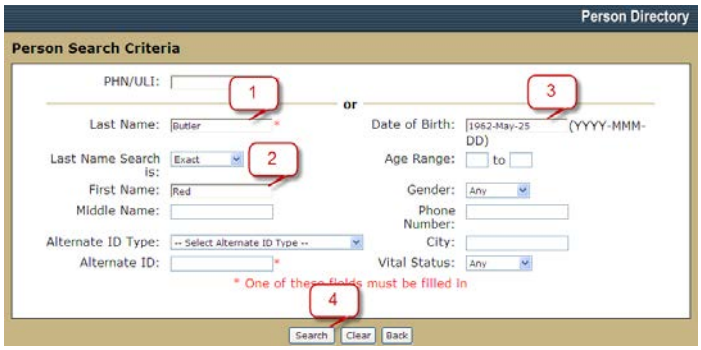
PD is the source of truth for: Alberta Health Care Insurance Plan (AHCIP) Eligibility, First Name, Last Name, Date of Birth, Gender and Personal Health Number (PHN).

Open PD from the Homepage and search for a patient

Click the ***Home*** button on the Menu Bar at the left side of your screen to return to your Homepage.

In the Person Directory windowlet click the ***Open*** button.

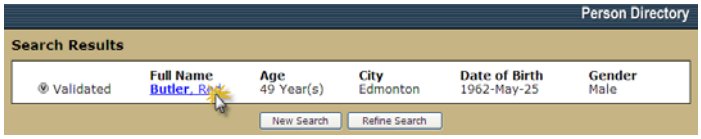
To configure your Homepage to display the Person Directory Open button, consult the Person Directory Quick Reference, How to Set Up Access to Person Directory.



The **Person Search Criteria** screen is displayed. When ready to exit PD, click the Quit link (top right corner of the screen).

The primary search fields are:

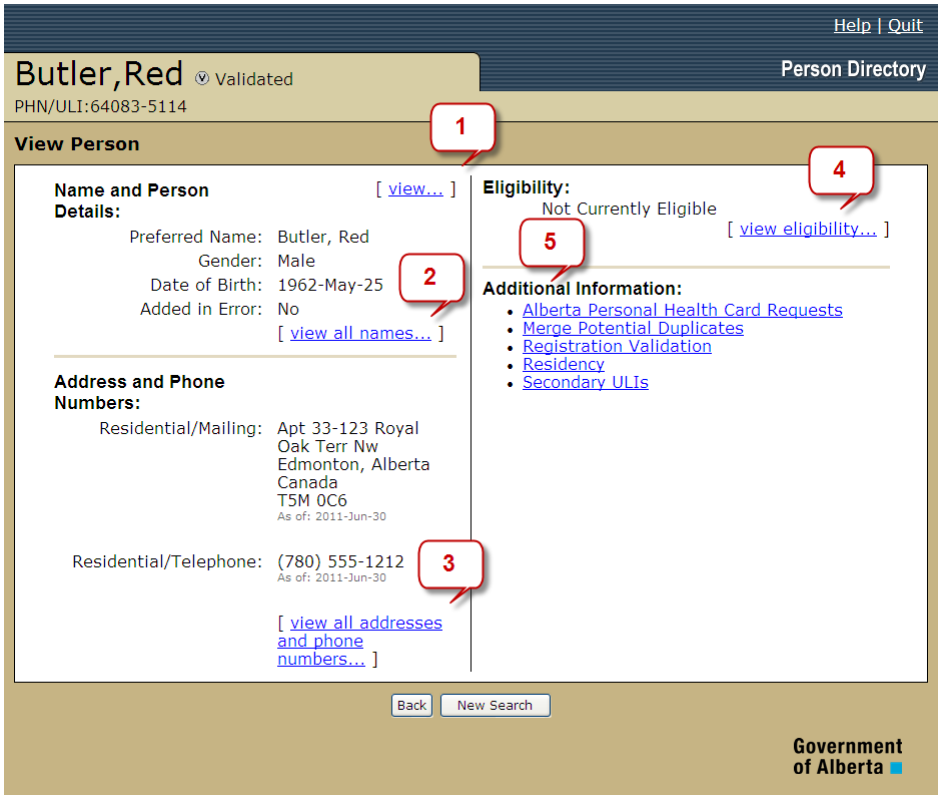
1. Type **Butler** in the ***Last Name*** field.
2. Type **Red** in the ***First Name*** field.
3. Type **1962-May-25** in ***Date of Birth*** field.
4. Click ***Search.***



Click the ***name of the person*** you want to view on the **Search Results** screen.

View Demographic Information, AHCIP Eligibility and Additional Information

1. **Name and Person Details:** Click ***View*** (on the right of the Name and Person Details title).
2. **All Names:** Click ***View all names*** to view preferred, alias, legal and maiden names.
3. **Address and Phone Numbers**: Click ***View all addresses and phone numbers*** to view additional residential and business addresses. Address ***history*** can also be viewed.
4. **Eligibility:** Click ***View eligibility*** to view current eligibility information for the Alberta Health Care Insurance Plan (AHCIP). Eligibility history is also shown. Current eligibility Start Date is the most recent date that the person became eligible for coverage.
5. **Additional Information:** includes Alberta Personal Health Card requests. Only those with Update Permission Levels may request a PHN Card.
   Merge Potential Duplicates: Used when one person has two PHN/ULIs. Once verified, the two records will become linked. Additional links may be Registration Validation, Residency and Secondary ULIs.



Never access information for yourself, family, friends, neighbors or co-workers.
(Call HIA Helpdesk with any questions at 780-427-8089 or Toll Free at 310-0000+780-427-8089)

Activity 12: Log out of the Alberta Netcare Portal Training Environment

Log Out

Click ***Logout***.

You will be returned to the Training Environment Homepage.

Appendices

Appendix A – Service Desk Contact Information

HELP DESK	PHONE NUMBER
Alberta Netcare Help Desk (Provincial)	780-412-6778 (local) 877-931-1638 (toll-free)
Addictions & Mental Health	780-422-2336
Alberta Mental Health Board	780-735-4357
Alberta Cancer Board	780-432-8885 (Edmonton) 403-521-3087 (Calgary) 877-280-8380 (after hours)
AHS North Zone – Ft. McMurray (Northern Lights)	780-791-6140
AHS North Zone – Grande Prairie (Peace Country)	780-538-7569
AHS North Zone – Westlock (Aspen)	866-967-5068
AHS Edmonton Zone (Capital)	780-735-4357
AHS Central Zone – Camrose (East Central)	780-608-2282
AHS Central Zone – Red Deer (David Thompson)	403-343-4815
AHS Calgary Zone	403-310-3111 (local) 866-513-3671 (toll-free)
AHS South Zone – Lethbridge (Chinook)	403-388-6235
AHS South Zone – Medicine Hat (Palliser)	403-529-8952
Health Information Act (HIA)	780-427-8089
Shared Data Centre (SDC)	403-343-4815

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Appendix B – Types of Available Data

	Types of Available Data	
	An up-to-date Data Availability Table can be viewed on Alberta Netcare Portal's Login page under the section General Information. It provides a listing of all currently available data sources. As Alberta Netcare Portal evolves, more and more data will be available for viewing in the patient's EHR. To include your site's data in the Alberta Netcare Portal, call the Provincial Help Desk at 1-877-931-1638 to initiate this process.	

Viewing Option	Description
Anatomic Pathology	Cytology reports excluding bone marrow, peripheral smears and cytogenetic reports
Blood Bank	Blood bank results excluding 'allocated unit' result
Blood Gas	Full panel blood gas results
Blood Products	'Allocated unit' reports
Chemistry	Chemistry, special chemistry, special investigations and trace elements excluding fluids or toxicology
Coagulation	All coagulation reports
Cytogenetics	Cytogenetic results from Anatomic Pathology
Drug Levels	Toxicology reports from Chemistry
Fluids	Fluids results from Chemistry
Hematology	Hematology, bone marrow and peripheral smears from Anatomic Pathology
Immunology	Histocompatibility lab, immunology and serology
Microbiology	Microbiology, microbiology miscellaneous, provincial lab and community health TB data
Other	Collection sites, environmental toxicology, miscellaneous and send-outs
Point of Care	Point of Care glucose results
Trace Elements	Trace Element results
Consultations	Consultation reports

Viewing Option	Description
Diagnostic Imaging	Diagnostic Imaging reports
Discharge/ Transfer Summaries	Discharge and transfer summaries
ECG	Scanned ECG tracings
EEG	Electroencephalogram results
Emergency Records	Scanned Emergency Department records
Evoked Potentials	Evoked response results
History	History reports
Letters	Various letters
Operative/ Procedures	Operative and procedure reports
Progress Notes	Physician progression notes
Reports	Reports that do not belong under the above categories
Summary Reports	Most recent Community Care Profile information generated from the Community Care/Home Care system
Labs Pending Collection **Last 24 hours**	Future dated (standing) orders. Always located at the bottom of the CDV tree. When the Clinical Document Tree is set to "View by Date", the standing orders are listed in the "Last 24 hours" folder.

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Alberta Netcare ELECTRONIC HEALTH RECORD