ALBERTA NETCARE PORTAL QUICK REFERENCE:

How to Message Alberta Netcare Portal Users

Alberta Netcare ELECTRONIC HEALTH RECORD

This Quick Reference provides instructions on how to use Alberta Netcare Portal's messaging feature to securely communicate with Alberta Netcare Portal (ANP) users.
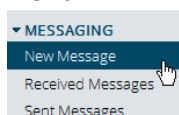
You can create and manage messages using the Clinical Portal Menu. You can also forward clinical documents to one or more users from within a patient's EHR.

Sending a New Message

1   Click the bell icon located in the Global Menu.

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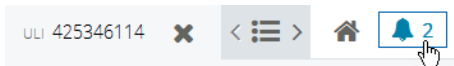
Or click *New Message* in the Clinical Portal Menu.

▾ MESSAGING
New Message
Received Messages
Sent Messages

2   Either:

a   Type the recipient's full User ID in the To... field.

b   Click To... to open a *User Search* window. You can now either:

   • Select your recipient from the automatically generated list of Search Results (use the *Previous* and *Next* navigation arrows to scroll through the list).

   • Type the full or partial last name or User ID of your intended recipient in the appropriate box and then click *Search.* Select your recipient from the Search Results (use the *Previous* and *Next* navigation arrows to scroll through the list).

c   Repeat Step a or b for additional recipients.

3   Complete the additional areas of the message screen, including the *Subject* box and the choice of message importance. Select the *Request a*

4   *read receipt* check box for confirmation that someone has looked at your message.

5   Click the *Send* button.

TO SEND A NEW MESSAGE WITHIN THE PATIENT'S EHR WITH A CLINICAL DOCUMENT ATTACHED:

1   Search for your patient and open their EHR.

2   Click the desired clinical document in the Clinical Document Tree.

3   Click Send to e-mail the clinical document to another Alberta Netcare Portal authorized health care provider. The recipient requires the appropriate ANP User Role to view the document.

Receiving a Message

Received messages are messages sent to you by another Alberta Netcare Portal user. This could be a colleague or an administrator who wishes to broadcast a message to all ANP users.

To access received messages click the bell icon located in the Global Menu.

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Or click *Received Message* in the Clinical Portal Menu.

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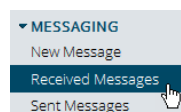
Legend

   • Unread messages are indicated by a sealed envelope. ✉

   • Read messages are indicated by an open envelope. 📨

   • High priority messages are flagged with a red exclamation mark located in the Global Menu on the top right hand corner.

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   • The number to the right of the bell icon indicates the number of unread messages.