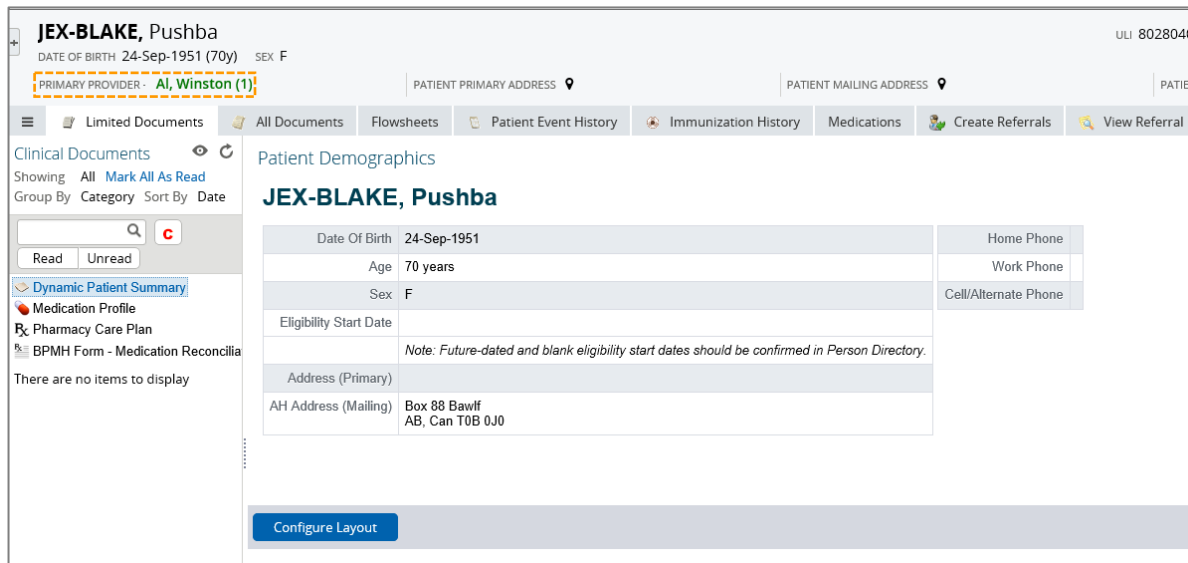


What

The name of the primary provider (PP) from the Central Patient Attachment Registry (CPAR) for a patient will push to display in **Alberta Netcare Portal (ANP)** in the patient demographics area.

- Displays name, provider type/specialty, clinic and city/town of PP.
 - Provider Name – will be informed by their college registry (legal name)
 - Provider type/specialty can be: family medicine, general practitioner, medical doctor, nurse practitioner, or pediatrician
- If there is more than one PP, the primary provider that was last confirmed in the clinic EMR is displayed at the top of the list.
- Any ANP user role that has access to view demographics can see the CPAR primary provider information, if it is available.



JEX-BLAKE, Pushba ULI 8028040
 DATE OF BIRTH 24-Sep-1951 (70y) SEX F
 PRIMARY PROVIDER - Al, Winston (1)
 PATIENT PRIMARY ADDRESS PATIENT MAILING ADDRESS PATIENT

Limited Documents All Documents Flowsheets Patient Event History Immunization History Medications Create Referrals View Referral

Clinical Documents Showing All Mark All As Read Group By Category Sort By Date

JEX-BLAKE, Pushba

Date Of Birth	24-Sep-1951	Home Phone
Age	70 years	Work Phone
Sex	F	Cell/Alternate Phone
Eligibility Start Date	Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.	
Address (Primary)		
AH Address (Mailing)	Box 88 Bawlf AB, Can T0B 0J0	

Configure Layout

Frequently Asked Questions

For Netcare Users:

1. Who can be a primary provider identified in Netcare?

- A physician, or nurse practitioner who is providing comprehensive, longitudinal primary care and participating in the [Central Patient Attachment Registry](#).
- The physician may be a family physician, general practitioner, pediatrician and, possibly, a provider with a non-family medicine specialty that is practicing primary care.

2. What is the source of this information in Netcare?

- The data comes from the [Central Patient Attachment Registry \(CPAR\)](#); CPAR uses the [Delivery Site Registry](#) for location and the [Provincial Provider Registry](#) of physician qualifications.
- Physicians or nurse practitioners that act as primary providers and participate in the [Central Patient Attachment Registry](#) (CPAR) contribute their lists of patients where they have an established and confirmed

care relationship to the registry. The lists are updated automatically directly from their clinic Electronic Medical Record (EMR) to the registry monthly. The primary provider and team control the lists through their use of their clinic EMR.

3. What if the patient indicates that the primary provider identified in Netcare is not their current primary provider?

- The patient may no longer consider this physician or nurse practitioner to be their current primary provider, but it has not been updated at the clinic and removed from the panel in their Electronic Medical Record (EMR).
- If the patient wants this changed, they can phone the clinic and indicate that they no longer consider that physician or NP to be their primary provider.

4. What if the patient recalls never having seen the primary provider identified in Netcare?

- The patient may not recall the visit to the clinic where they were asked if the physician or nurse was their primary provider.
- If the patient wants this changed, they can phone the clinic and indicate that they no longer consider that physician or NP to be their primary provider.

5. Is Connect Care going to display the CPAR Primary Provider?

- Yes, we are currently in the process of allocating resources to support this Connect Care enhancement.

6. The patient indicates that their primary provider is not displaying; that they have another primary provider.

- Is it possible that the patient's primary provider is not yet participating in CPAR or, if very new to participating in CPAR, has not yet uploaded their first panel.
- New patients to a provider or clinic may not have their provider displayed in Netcare right away for a participating provider, as it can take a month for that relationship to be submitted to CPAR and for that data to be made available in Netcare.

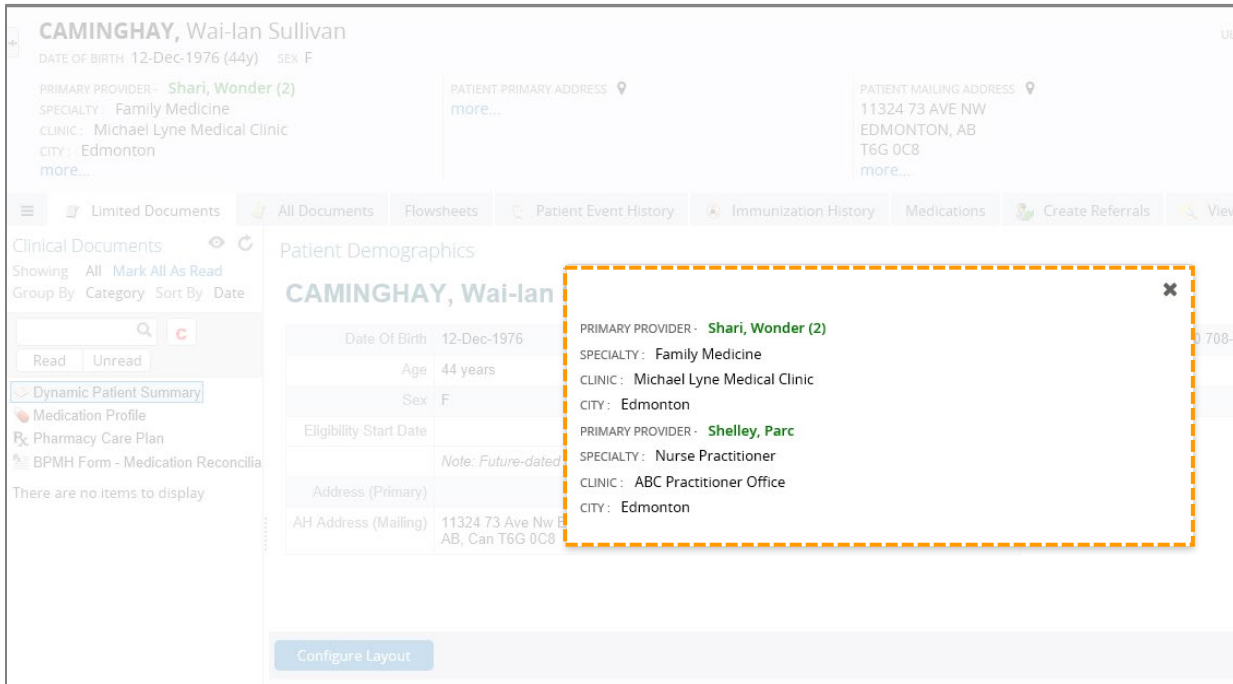
7. I see that the patient has more than one primary provider. How can that be?

The screenshot shows a patient record for Wai-lan Sullivan. The 'PRIMARY PROVIDER' field is highlighted with a red box and contains 'Shari, Wonder (2)'. Below this, the 'SPECIALTY' is listed as 'Family Medicine'. The 'CLINIC' is 'Michael Lyne Medical Clinic' and the 'CITY' is 'Edmonton'. To the right, there are fields for 'PATIENT PRIMARY ADDRESS' and 'PATIENT MAILING ADDRESS', both with 'more...' links. Below the patient information, there is a navigation bar with tabs for 'Limited Documents', 'All Documents', 'Flowsheets', 'Patient Event History', 'Immunization History', 'Medications', 'Create Referrals', and 'View Referral'. The main content area is titled 'Patient Demographics' and shows the following information:

CAMINGHAY, Wai-lan Sullivan		Home Phone	780 708-6405
Date Of Birth	12-Dec-1976	Work Phone	
Age	44 years	Cell/Alternate Phone	
Sex	F		
Eligibility Start Date			
	<i>Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.</i>		
Address (Primary)			
AH Address (Mailing)	11324 73 Ave Nw Edmonton AB, Can T6G 0C8		

At the bottom of the patient demographics section, there is a 'Configure Layout' button.

A patient with more than one primary provider will display with “more...” and when hovered over will display all the primary providers.



- It is possible that the patient has confirmed at more than one clinic that a physician or NP is their primary provider.
 - The provider that the patient confirmed last and was recorded in the clinic electronic medical record (EMR) displays at the top of the list.
 - It is possible that a child has both a family physician (or NP) and a pediatrician and both provide primary care. Both will be listed.
 - It is possible that the patient considers both primary provider relationships valid and the family physician and pediatrician coordinate around this child's care.
 - It is possible that the patient may have changed their consideration of which provider is their primary provider, but the clinic was not informed.
 - It is possible that the patient, due to living and working in different parts of the province, may have more than one primary provider.
- 8. Why doesn't Netcare display the provider contact information?**
- CPAR only receives provider information from the provincial Provider Registry, which receives contact information from the professional colleges. This is often not the providers' clinic or work contact information, so it is not included in the Netcare display.
- 9. Where can I get the provider contact information?**
- Clinic phone numbers can be found on their website, or from provider listings on Primary Care Network websites.
- 10. I need to contact the primary provider. If more than one is listed, which should I call?**
- Make a judgement call considering what the patient has informed you and knowing that the last to be confirmed at the clinic lists at the top of the list.

- Depending what you hear from the patient, you may be contacting more than one primary provider.
- If the patient has more than one provider consider calling both.

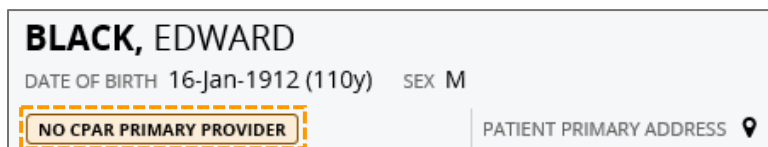
11. How many physicians or nurse practitioners are participating in CPAR, and their names are appearing in Netcare?

- The number of physicians and NPs grows monthly as CPAR participation rolls out across Alberta community clinics. For more information about CPAR participation, see the latest [statistics report](#).

12. The patient wants to change which physicians or NPs show in their Netcare record as their primary provider.

- The patient can have a provider removed by calling the clinic where the care relationship is recorded and inform that they no longer consider that physician or NP as their primary provider and ask them to change their record in the clinic’s EMR.
- A physician or NP can only be added through a process at the CPAR participating clinic where the clinic asks the patient if they consider the physician or NP to be their primary provider
- Information only shows in Netcare for providers who are submitting panels (patient lists) to CPAR.

13. For some patients this field displays No CPAR Primary Provider.



- If the field displays No CPAR Primary Provider, it means one of two things:
 - The patient may have a primary provider but that provider is not participating in CPAR yet.
 - The patient does not have a primary provider in Alberta.

14. How can a Netcare user find out how many physicians or NPs are participating in CPAR and how many Albertans are in the database?

- See the latest [statistics report](#) for the CII/CPAR program.

15. What else does CPAR do?

- CPAR connects with Community Information Integration (CII) to inform the system of the confirmed care relationships (also called ‘attachment’) between Albertans and their primary provider(s).

16. How do I know if a provider or clinic is participating in CPAR?

- At present, there is no public list of primary providers participating in CPAR.
- The best way for patients to find out is to ask their primary provider.

17. We use the ‘Provider and Care Group Patient List’ Feature of Alberta Netcare. Will the new display of CPAR Primary Provider display impact that?

- No, these are independent features and one will not impact the other.

18. The patient’s Patient Event History contains a field called “Family Physician” and “Provider”. How does this information compare to the CPAR Primary Provider?

- The information in Patient Event History is entered during an event in AHS.

- The CPAR provider data comes from the [Central Patient Attachment Registry \(CPAR\)](#); CPAR uses the [Delivery Site Registry](#) for location and the [Provincial Provider Registry](#) of physician qualifications.
- Physicians or nurse practitioners that act as primary providers and participate in the [Central Patient Attachment Registry](#) (CPAR) contribute their lists of patients where they have an established and confirmed care relationship to the registry. The lists are updated automatically directly from their clinic Electronic Medical Record (EMR) to the registry monthly. The primary provider and team control the lists through their use of their clinic EMR.

Sample Displays in Netcare

1. Patient with no CPAR primary provider

The screenshot shows the patient profile for SEMAR, Johanas Bianco (DOB: 17-Dec-1940, Sex: F). A red box highlights the text "NO CPAR PRIMARY PROVIDER" in the patient header area. The "Patient Demographics" section displays the following information:

Date Of Birth	17-Dec-1940	Home Phone	403 335-4136
Age	80 years	Work Phone	
Sex	F	Cell/Alternate Phone	
Eligibility Start Date	Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.		
Address (Primary)			
AH Address (Mailing)	Po Box 1192 Didsbury AB, Can T0M 0W0		

2. Patient with one primary provider

The screenshot shows the patient profile for JEX-BLAKE, Pushba (DOB: 24-Sep-1951, Sex: F). A red box highlights the text "PRIMARY PROVIDER - Al, Winston (1)" in the patient header area. The "Patient Demographics" section displays the following information:

Date Of Birth	24-Sep-1951	Home Phone	
Age	70 years	Work Phone	
Sex	F	Cell/Alternate Phone	
Eligibility Start Date	Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.		
Address (Primary)			
AH Address (Mailing)	Box 88 Bawlf AB, Can T0B 0J0		

When expanded, more information is displayed.

JEX-BLAKE, Pushba ULI: 8028040
 DATE OF BIRTH: 24-Sep-1951 (70y) SEX: F
 PRIMARY PROVIDER: **Al, Winston (1)**
 SPECIALTY: Family Medicine
 CLINIC: ABC Practitioner Office
 CITY: Edmonton
 more...

PATIENT PRIMARY ADDRESS: more...

PATIENT MAILING ADDRESS: Box 88 BAWLF, AB T0B 0J0 more...

PATIENT WORK CELL/A more...

Navigation: Limited Documents, All Documents, Flowsheets, Patient Event History, Immunization History, Medications, Create Referrals, View Referral

Clinical Documents: Showing All, Mark All As Read, Group By Category, Sort By Date

Dynamic Patient Summary

Medication Profile

Pharmacy Care Plan

BPMH Form - Medication Reconciliation

There are no items to display

Patient Demographics

JEX-BLAKE, Pushba

Date Of Birth	24-Sep-1951	Home Phone
Age	70 years	Work Phone
Sex	F	Cell/Alternate Phone
Eligibility Start Date	Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.	
Address (Primary)		
AH Address (Mailing)	Box 88 Bawlf AB, Can T0B 0J0	

Configure Layout

3. Patient with one primary provider – when ‘more...’ is clicked

JEX-BLAKE, Pushba ULI: 8028040
 DATE OF BIRTH: 24-Sep-1951 (70y) SEX: F
 PRIMARY PROVIDER: **Al, Winston (1)**
 SPECIALTY: Family Medicine
 CLINIC: ABC Practitioner Office
 CITY: Edmonton
 more...

PATIENT PRIMARY ADDRESS: more...

PATIENT MAILING ADDRESS: Box 88 BAWLF, AB T0B 0J0 more...

PATIENT WORK CELL/A more...

Navigation: Limited Documents, All Documents, Flowsheets, Patient Event History, Immunization History, Medications, Create Referrals, View Referral

Clinical Documents: Showing All, Mark All As Read, Group By Category, Sort By Date

Dynamic Patient Summary

Medication Profile

Pharmacy Care Plan

BPMH Form - Medication Reconciliation

There are no items to display

Patient Demographics

JEX-BLAKE, Pushba

Date Of Birth	24-Sep-1951	PRIMARY PROVIDER - Al, Winston (1) SPECIALTY: Family Medicine CLINIC: ABC Practitioner Office CITY: Edmonton
Age	70 years	
Sex	F	
Eligibility Start Date	Note: Future-dated	
Address (Primary)		
AH Address (Mailing)	Box 88 Bawlf AB, Can T0B 0J0	

Configure Layout

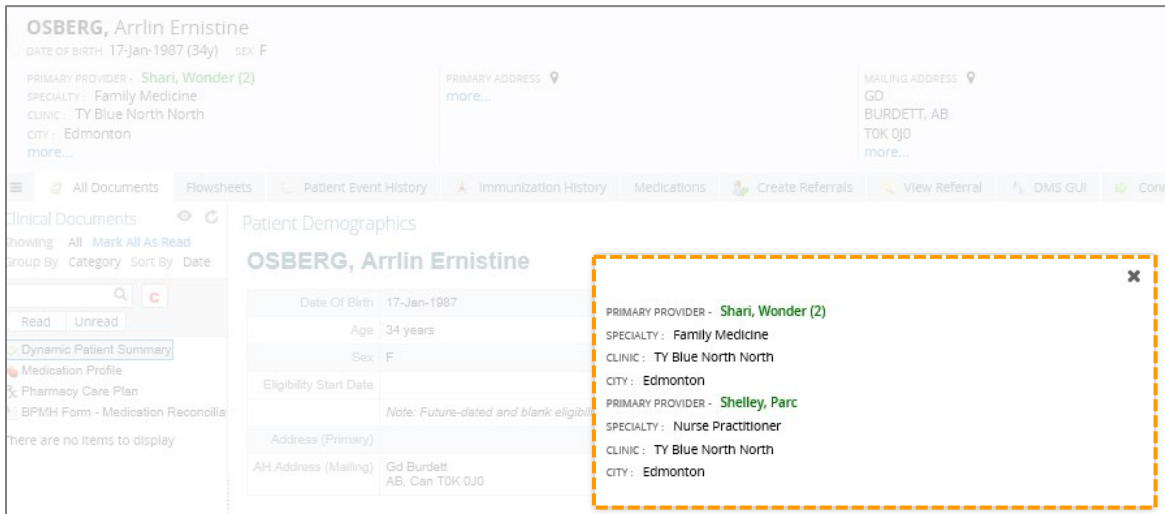
4. Patient with two primary providers sharing a panel at one clinic.

OSBERG, Arrlin Ernistine
 DATE OF BIRTH: 17-Jan-1987 (34y) SEX: F
 PRIMARY PROVIDER: **Shari, Wonder (2)**
 SPECIALTY: Family Medicine
 CLINIC: TY Blue North North
 CITY: Edmonton
 more...

PRIMARY ADDRESS: more...

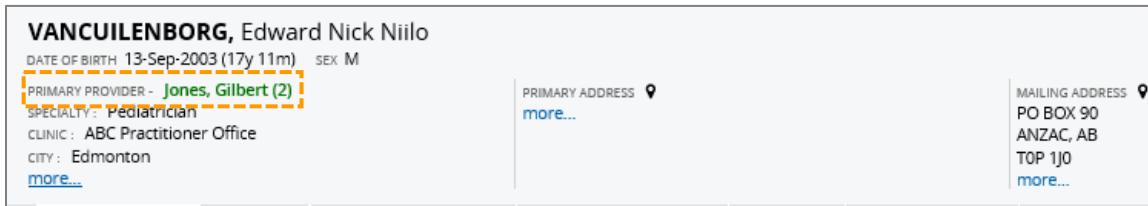
MAILING ADDRESS: GD BURDETT, AB TOK 0J0 more...

5. Patient with two primary providers sharing a panel at one clinic – when ‘more...’ is clicked

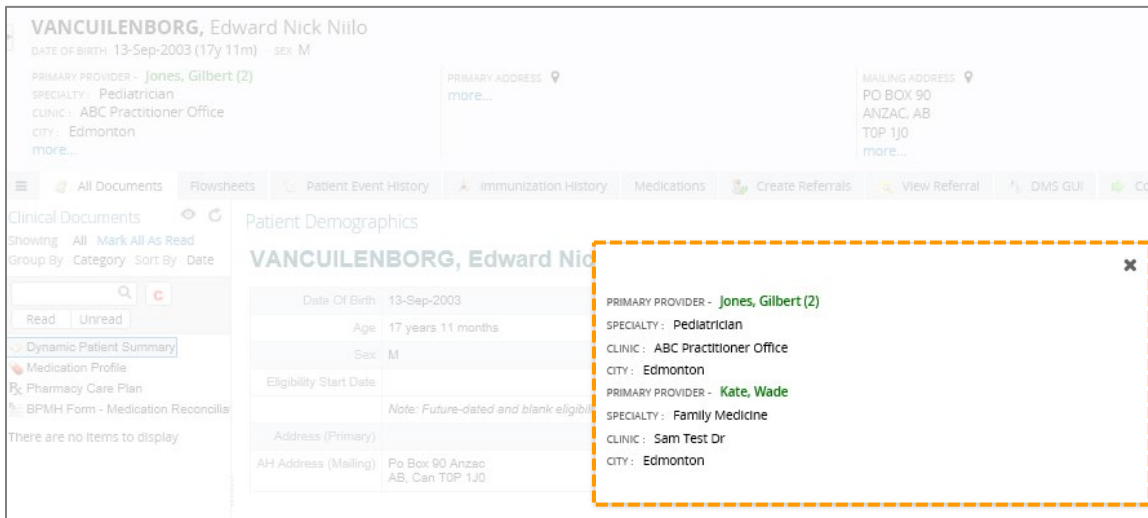


This is a shared panel because the providers are at the same clinic.

6. Patient with two primary providers: a pediatrician and a family physician.



7. Patient with two primary providers at two different clinics, when ‘more...’ is clicked.



8. Patient with two primary providers: a family physician and a nurse practitioner.

CAMINGHAY, Wai-lan Sullivan
 DATE OF BIRTH 12-Dec-1976 (44y) SEX F
 PRIMARY PROVIDER: **Shari, Wonder (2)** PATIENT PRIMARY ADDRESS PATIENT MAILING ADDRESS

Limited Documents All Documents Flowsheets Patient Event History Immunization History Medications Create Referrals View Referral

Clinical Documents Showing All Mark All As Read Group By Category Sort By Date

Read Unread

Dynamic Patient Summary
 Medication Profile
 Pharmacy Care Plan
 BPMH Form - Medication Reconciliation
 There are no items to display

Patient Demographics
CAMINGHAY, Wai-lan Sullivan

Date Of Birth	12-Dec-1976	Home Phone	780 708-6405
Age	44 years	Work Phone	
Sex	F	Cell/Alternate Phone	
Eligibility Start Date			
	Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.		
Address (Primary)			
AH Address (Mailing)	11324 73 Ave Nw Edmonton AB, Can T6G 0C8		

Configure Layout

When expanded:

CAMINGHAY, Wai-lan Sullivan
 DATE OF BIRTH 12-Dec-1976 (44y) SEX F
 PRIMARY PROVIDER: **Shari, Wonder (2)** SPECIALTY: Family Medicine CLINIC: Michael Lyne Medical Clinic CITY: Edmonton more... PATIENT PRIMARY ADDRESS more... PATIENT MAILING ADDRESS 11324 73 AVE NW EDMONTON, AB T6G 0C8 more...

Limited Documents All Documents Flowsheets Patient Event History Immunization History Medications Create Referrals View Referral

Clinical Documents Showing All Mark All As Read Group By Category Sort By Date

Read Unread

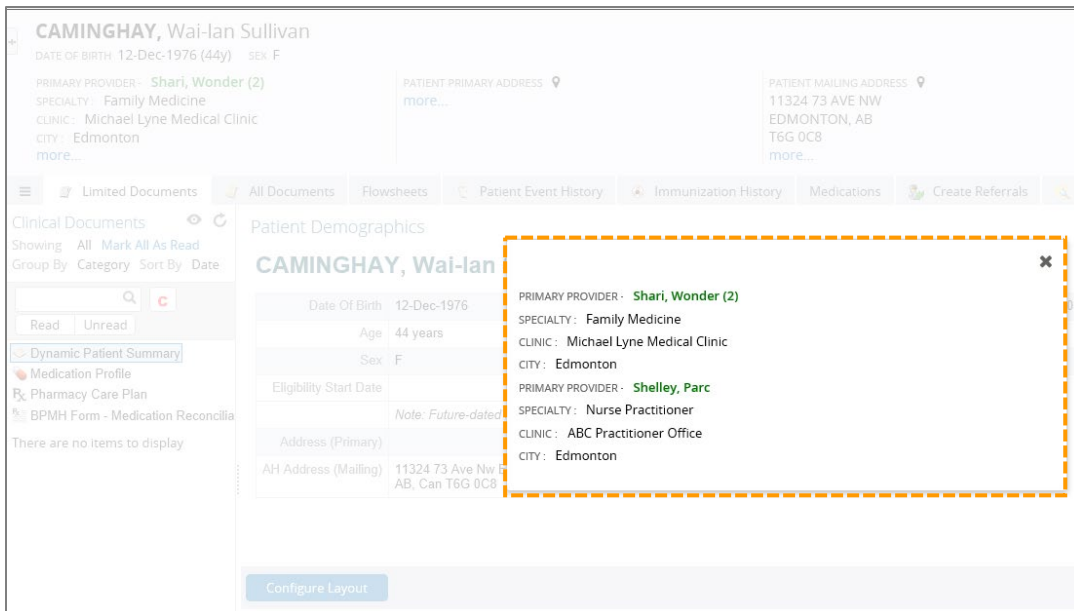
Dynamic Patient Summary
 Medication Profile
 Pharmacy Care Plan
 BPMH Form - Medication Reconciliation
 There are no items to display

Patient Demographics
CAMINGHAY, Wai-lan Sullivan

Date Of Birth	12-Dec-1976	Home Phone	780 708-6405
Age	44 years	Work Phone	
Sex	F	Cell/Alternate Phone	
Eligibility Start Date			
	Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.		
Address (Primary)			
AH Address (Mailing)	11324 73 Ave Nw Edmonton AB, Can T6G 0C8		

Configure Layout

9. Patient with two primary providers at two different clinics, when 'more...' is clicked.



CAMINGHAY, Wai-Ian Sullivan
 DATE OF BIRTH 12-Dec-1976 (44y) SEX F

PRIMARY PROVIDER - **Shari, Wonder (2)**
 SPECIALTY: Family Medicine
 CLINIC: Michael Lyne Medical Clinic
 CITY: Edmonton
 more...

PATIENT PRIMARY ADDRESS
 more...

PATIENT MAILING ADDRESS
 11324 73 AVE NW
 EDMONTON, AB
 T6G 0C8
 more...

Navigation: Limited Documents | All Documents | Flowsheets | Patient Event History | Immunization History | Medications | Create Referrals

Clinical Documents: Showing All | Mark All As Read | Group By | Category | Sort By | Date

Dynamic Patient Summary
 Medication Profile
 Pharmacy Care Plan
 BPMH Form - Medication Reconciliation

There are no items to display

Patient Demographics
CAMINGHAY, Wai-Ian

Date Of Birth	12-Dec-1976
Age	44 years
Sex	F
Eligibility Start Date	Note: Future-dated
Address (Primary)	
AH Address (Mailing)	11324 73 Ave Nw AB, Can T6G 0C8

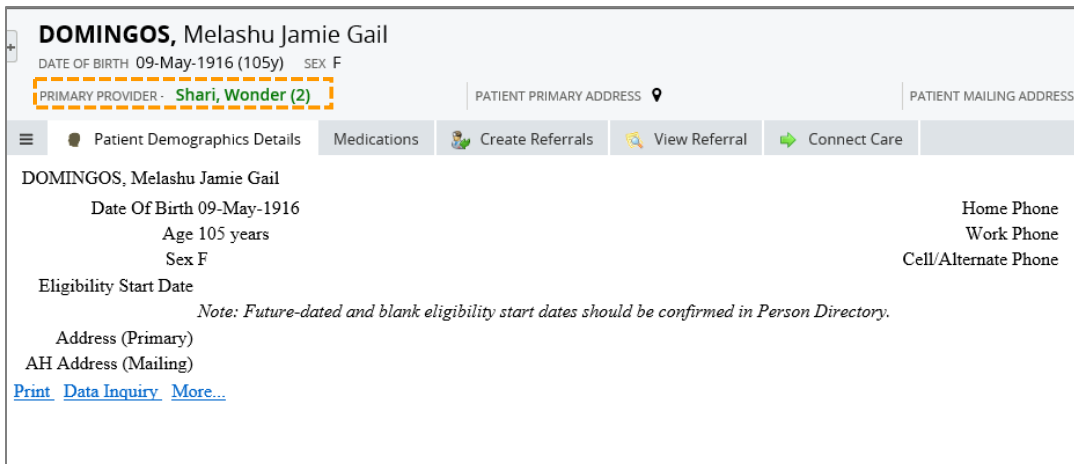
Expanded Primary Provider Details:

PRIMARY PROVIDER - **Shari, Wonder (2)**
 SPECIALTY: Family Medicine
 CLINIC: Michael Lyne Medical Clinic
 CITY: Edmonton

PRIMARY PROVIDER - **Shelley, Parc**
 SPECIALTY: Nurse Practitioner
 CLINIC: ABC Practitioner Office
 CITY: Edmonton

Configure Layout

10. Views for Netcare Admin Users:



DOMINGOS, Melashu Jamie Gail
 DATE OF BIRTH 09-May-1916 (105y) SEX F

PRIMARY PROVIDER - **Shari, Wonder (2)** | PATIENT PRIMARY ADDRESS | PATIENT MAILING ADDRESS

Navigation: Patient Demographics Details | Medications | Create Referrals | View Referral | Connect Care

DOMINGOS, Melashu Jamie Gail

Date Of Birth 09-May-1916
 Age 105 years
 Sex F

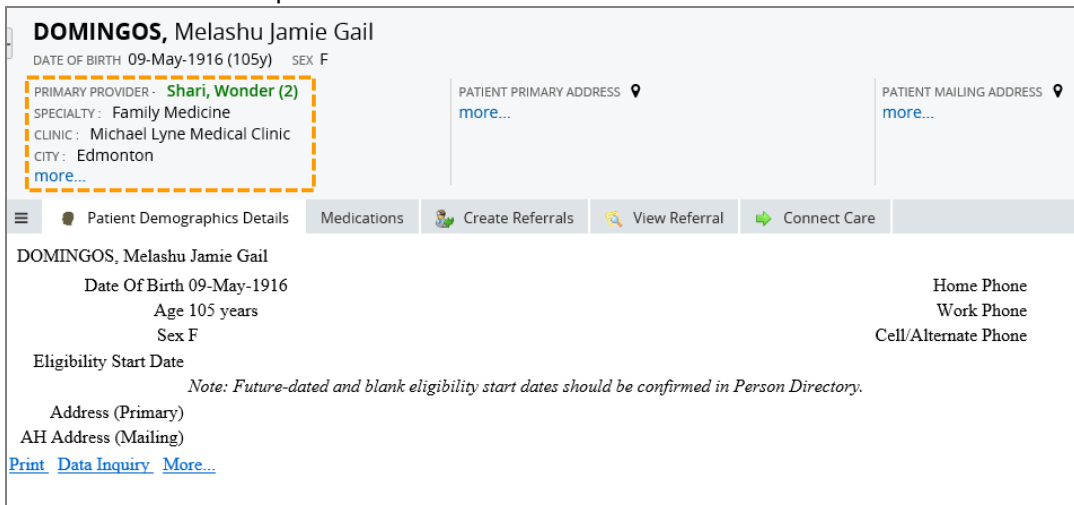
Home Phone
 Work Phone
 Cell/Alternate Phone

Eligibility Start Date
 Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.

Address (Primary)
 AH Address (Mailing)

[Print](#) [Data Inquiry](#) [More...](#)

When the window is expanded.



DOMINGOS, Melashu Jamie Gail
 DATE OF BIRTH 09-May-1916 (105y) SEX F

PRIMARY PROVIDER - **Shari, Wonder (2)**
 SPECIALTY: Family Medicine
 CLINIC: Michael Lyne Medical Clinic
 CITY: Edmonton
 more...

PATIENT PRIMARY ADDRESS
 more...

PATIENT MAILING ADDRESS
 more...

Navigation: Patient Demographics Details | Medications | Create Referrals | View Referral | Connect Care

DOMINGOS, Melashu Jamie Gail

Date Of Birth 09-May-1916
 Age 105 years
 Sex F

Home Phone
 Work Phone
 Cell/Alternate Phone

Eligibility Start Date
 Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.

Address (Primary)
 AH Address (Mailing)

[Print](#) [Data Inquiry](#) [More...](#)

*No real data is displayed in this document.