This document answers freq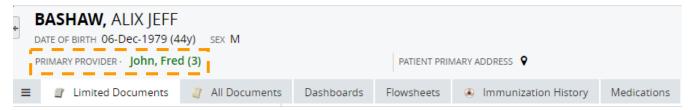uently asked questions by Alberta Netcare Portal (ANP) users about Central Patient Attachment Registry (CPAR) Primary Providers displayed in ANP.

Overview

The CPAR primary provider's name will display in the patient demographics area of a patient's Electronic Medical Record (EMR) in ANP.

- Displays primary provider's name, type/specialty, clinic and city/town.

    o Provider name – Based on college registry (legal name)

    o Provider type/specialty can be family medicine, general practitioner, medical doctor, nurse practitioner, or pediatrician

- If there is more than one primary provider, the primary provider who was last confirmed in the EMR is displayed at the top of the list.

- Any ANP user role that has access to demographic information will have viewing access to CPAR primary provider information, if available.

Frequently Asked Questions

For ANP Users

1 **Who can be a primary provider identified in ANP?**

- A physician or nurse practitioner who is providing comprehensive, longitudinal primary care and participating in CPAR.

- The physician can be a family physician, general practitioner, pediatrician, or potentially, a provider with a non-family medicine specialty who is practicing primary care.

2 **What is the source of this information in ANP?**

- The data comes from CPAR. CPAR uses the Delivery Site Registry (DSR) for location and the Provincial Provider Registry (PPR) for physician qualifications.

- Physicians or nurse practitioners who act as primary providers and participate in CPAR contribute their patient lists where they have an established and confirmed care relationship to the registry. The lists are updated automatically, directly from their EMR to the registry monthly. The primary provider and team control the lists through their EMR.

3 **What if the patient says that the primary provider identified in ANP 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 EMR.

- If the patient wants this changed, they can phone the clinic and indicate that they no longer consider that physician or nurse practitioner to be their primary provider.

4 **What if the patient claims they have not visited the primary provider identified in ANP?**

- 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 an update to their primary provider, they can phone the clinic and indicate that they no longer consider that physician or nurse practitioner to be their primary provider.

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

- Yes, this enhancement is in progress.

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

- It is possible that the patient's primary provider is not yet participating in CPAR or, if they are a new CPAR participant, have not yet uploaded their first panel.

- Patients who are new to a provider or clinic may not see their provider displayed in ANP right away. It can take up to a month for this information to be submitted to CPAR and for it to become accessible in ANP.

7 **The patient has more than one primary provider. How can that be?**

To view all primary providers for a patient, hover over "**more**" in the demographic information section of their EMR.

- It is possible that the patient has confirmed at more than one clinic that a physician or nurse practitioner is their primary provider.

- The EMR displays the last confirmed provider.

- A child can have both a family physician (or nurse practitioner) and a pediatrician who provide primary care. Both will be listed.
  - The parent/guardian can consider both primary provider relationships valid since the family physician and pediatrician coordinate around the child's care.

- The patient may have changed who they consider their primary provider without informing the clinic.

- Patients who live or work in different parts of the province may have more than one primary provider.

8 Why isn't primary provider contact information displayed?

- CPAR only receives provider information from the Provincial Provider Registry, which receives contact information from the professional colleges. This often does not include providers clinic/work contact information; therefore, it is not included in ANP.

9 Where can I get provider contact information?

- Clinic phone numbers can be found on the clinic 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 one should I call?

- Use your discretion based on the information provided by the patient, taking into account that the most recently confirmed provider will appear at the top of the list. You may choose to call both providers.

- Depending on the information provided by the patient, you may be contacting more than one primary provider.

11 How many physicians or nurse practitioners are currently participating in CPAR, and have their names displaying in ANP?

- The number of physicians and nurse practitioners grows monthly as CPAR participation rolls out across Alberta community clinics. For more information about CPAR participation, see the latest statistics report.

12 What if the patient wants to update which physician(s) or nurse practitioner(s) appear as their primary provider?

- The patient can have a provider removed by calling the clinic where the care relationship is recorded.

- To add a primary provider to a patient's record, the clinic must ask the patient if they consider the physician or nurse practitioner to be their primary provider.

- Primary provider information only displays in ANP for providers who are submitting panels (patient lists) to CPAR.

13 Why does the patient record display "No CPAR Primary Provider"?

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NO CPAR PRIMARY PROVIDER | PATIENT PRIMARY ADDRESS 📍

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

14 How can an ANP user find out how many physicians or nurse practitioners 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 known as '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.

- To find out, patients can ask their primary provider.

17 I use the "Provider and Care Group Patient List" feature in ANP. Will this feature be impacted by the CPAR Primary Provider feature?

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

18 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 with Alberta Health Services (AHS).

- The CPAR provider data comes from the CPAR. CPAR uses the DSR for location and the Provincial Provider Registry of physician qualifications.

- Physicians or nurse practitioners who act as primary providers and participate in CPAR contribute their lists of patients where they have an established and confirmed care relationship to the registry. The lists are automatically updated on a monthly basis, directly from their clinic's EMR to the registry. The primary provider and their team control the lists through their use of their clinic EMR.