As a participant in the Central Patient Attachment Registry (CPAR) you know that the registry is playing an important role in continuity of care for your patients. This is going to be improved early this year with an enhancement of CII/CPAR. The March upload of your panels will inform **Alberta Netcare Portal (ANP).**

The name of the primary provider from CPAR for a patient will push to display in ANP in the patient demographics area.

Displays name, provider type/specialty, clinic and city/town of primary provider

- Provider Name – will be informed by the 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 primary provider, 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.

This will be another benefit to you and your patients and assist in transitions from hospital to home for ill patients. Each month as you upload your confirmed panel to the registry, the information refreshes in ANP.

The expected initial timing is that your March panel upload will begin to display in ANP in April. Please see the attached frequently asked questions.

If you have additional questions, please contact eHealth Services Provider Support at **1-855-643-8649** or eHealthProviderSupport@gov.ab.ca, Monday to Friday 8:15a.m. – 4:30p.m.

Frequently Asked Questions

Information for a clinic/provider participating in CPAR contributing to Alberta Netcare

1. My panel goes to CPAR, what if my name displays incorrectly?

- Provider names are displayed as in the Provider Registry which may differ from the clinic sign or letterhead.

- To make a correction to your displayed name, contact your regulatory college to update your registered information.

2. My name is correct, but my specialty is not correct.

- The specialty information is from the provider registry.

- To make a correction to your displayed specialty, contract your regulatory college to update your registered information.

3. The name of my clinic is not displaying correctly.

- Clinic names are displayed from the [Delivery Site Registry.](#)

- To make a correction submit a [AHC910A form](#) to update the site registration.

4. How often is the information refreshed?

- The monthly patient lists (panels) you contribute to CPAR through the automatic upload through your EMR is what displays in ANP. It is updated monthly.

- Your patient panels are uploaded by the 21st of each month. CPAR will be extracted at the end of the month and be uploaded to Alberta Netcare within a few days.

- For additional information see the [CPAR Panel Resources web page](#).

5. We see a patient displayed that is not on our panel. What do we do?

- Check the patient demographics in your clinic EMR. Does the patient meet the [conditions of panel](#) to upload to CPAR on your last upload? The EMR vendors begin to upload panels between the 8th and 12th of the month.

- Check the list that you uploaded to CPAR. For tips see the [CPAR Panel Resources](#) page and look at the CPAR Panel Quick Reference document for your clinic EMR.

- Reproduce the list from your EMR and check that the patient is on it or not.

  - If the patient is ON the list you can make a change in your panel process to remove the patient but this will not reflect until the next panel upload. It is important to understand if it is an input error at the clinic or if the patient considers the provider at the clinic to be their primary family physician or primary NP. Does a conversation need to be had with the patient?

  - If the patient is NOT on your clinic EMR list but the provider appears in ANP as the primary provider contact CII Operations at eHealthCII.Operations@gov.ab.ca

6. We have a patient who is part of our panel but NOT displaying in ANP that the physician or NP at our clinic is the primary provider. What do we do?

- Go to your clinic EMR and check the patient demographics that the patient meets the conditions to upload to CPAR. If yes, reproduce the list that uploads to CPAR and check that the patient is on the list.

- Have your clinic CPAR Panel Administrator check that the patient is in CPAR. To do this, the clinic CPAR Panel Administrator needs to login to CPAR and find the patient. The [CPAR Panel Administrator Guide](#) is a useful tool. It is possible that the patient is on your demographic mismatch report and did not upload to CPAR.

- New patients recently added to a provider's panel may not have their provider displayed in ANP right away, as it can take up to a month for that attachment to be submitted to CPAR and for that data to be made available in ANP.

- If the patient is in CPAR but not displaying in ANP, contact CII Operations at eHealthCII.Operations@gov.ab.ca

- If you have validated that the patient is meeting all the conditions to upload to CPAR, does not appear on the demographic mismatch report, contact the CII Operations team at eHealthCII.Operations@gov.ab.ca as there may be technical error occurring.

7. **We see that the physician or NP from our clinic is on the patient's demographic record but so are other physicians or NPs. What controls this order in which they display?**

- In your clinic EMR you have a feature that date stamps when the care relationship was last confirmed/verified (when you last confirmed that patient was on the clinic panel).

- When a patient has agreed to more than one primary provider, they display with the most recently confirmed to the least recent.

8. **We didn't know and were surprised to see that the patient has confirmed more than one primary provider. How could we have known?**

- At your clinic you have a person in the role of CPAR Panel Administrator. They can login to CPAR and download the [panel conflict report](#) for each participating physician or NP; it is important that the panel administrator do this monthly. See the resources on the [CPAR Panel Resources](#) page including the [guide](#) and [video.](#)

9. **The physician or NP has some concerns that the patient has more than one primary provider. What do we do?**

- Understand your clinic panel processes and validate that you are satisfied with both the process and the question the front office team is asking clinic patients.

- Use the resources on the [CPAR Panel Resources](#) page to inform your process and conversation with the patient.

- If you belong to a PCN, contact your PCN practice facilitator for assistance.

- For continuity of care, it is ideal that each patient have one primary provider but there are exceptional circumstances.

Additional Resources:

Panel Tips for Clinics Participating in CPAR

- The [CPAR Panel Resources](#) page has a quick reference for each EMR.

- The CII/CPAR [EMR Resources Page](#) has additional information.

  o Refer to your EMR vendor user guide for CII/CPAR.

- Refer to the [CPAR Panel Administrator Guide.](#)

- If you belong to a PCN, contact your PCN practice facilitator for assistance.

What if I am interested in submitting my panel to CPAR?

- Inform your PCN that you are interested in participating or contact continuity@albertadoctors.org

Sample Displays in ANP

1. Patient with no CPAR primary provider

2. Patient with one primary provider

When expanded, more information is displayed.

3. Patient with one primary provider – when 'more…' is clicked

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

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.

When expanded:

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

10. Views for ANP Admin Users:

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...

≡ | Patient Demographics Details | Medications | Create Referrals | View Referral | Connect Care

DOMINGOS, Melashu Jamie Gail

Date Of Birth 09-May-1916   Home Phone
Age 105 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)
Print   Data Inquiry   More...

*No real data is displayed in this document.