

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)**.

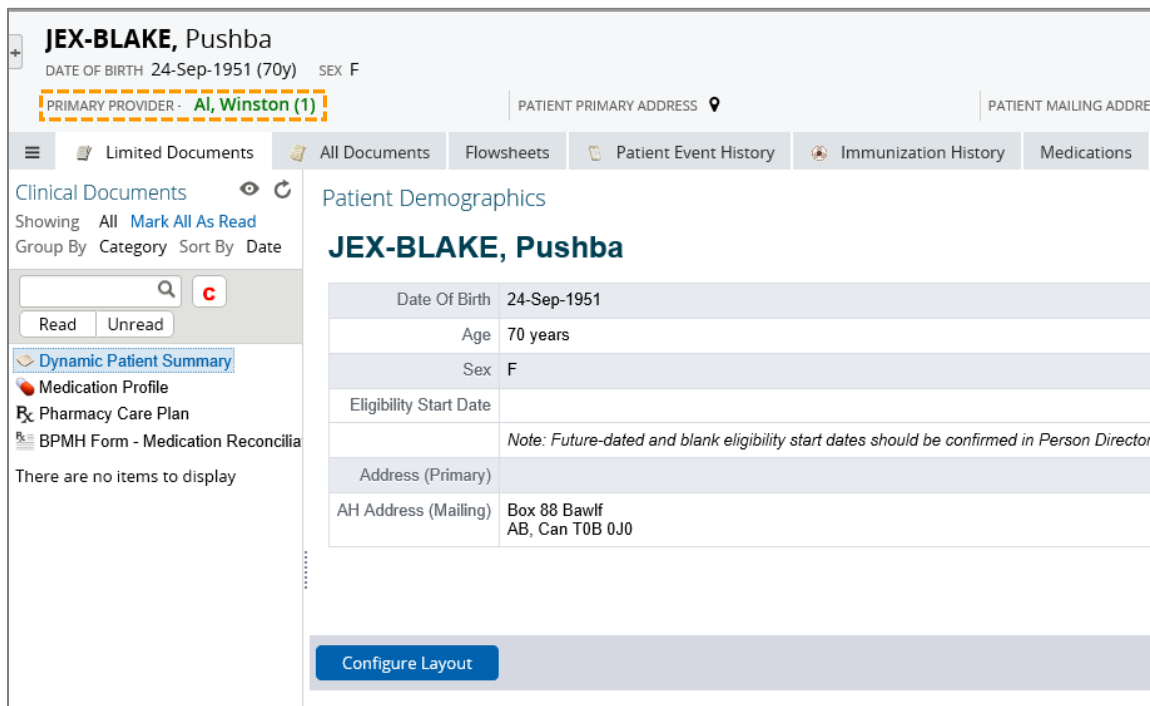
The name of the primary provider from CPAR for a patient will push to display in ANP in the patient demographics area.

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.



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

Limited Documents | All Documents | Flowsheets | Patient Event History | Immunization History | Medications

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

Patient Demographics
JEX-BLAKE, Pushba

Date Of Birth	24-Sep-1951
Age	70 years
Sex	F
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

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 the eHealth Netcare Support Services team at 1-855-643-8649 or eHealthSupport@cgi.com, Monday to Friday 8:15a.m. – 4:30p.m.

Frequently Asked Questions

Information for a clinic/provider participating in CPAR contributing to 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, contact 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 Netcare. 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 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 Resource](#) 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 Netcare as the primary provider contact CII Operations at CiiOperations@cqi.com

6. We have a patient that is part of our panel but NOT displaying in Netcare 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.

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- 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 Netcare 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 Netcare.
 - If the patient is in CPAR but not displaying in Netcare contact CII Operations at CiiOperations@cgi.com
 - 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 CiiOperations@cgi.com 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.
 - 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 Netcare

1. Patient with no CPAR primary provider

The screenshot shows the patient profile for SEMAR, Johanas Bianco. At the top, a red box highlights the text "NO CPAR PRIMARY PROVIDER". The patient's date of birth is 17-Dec-1940 (80y) and sex is F. The interface includes a navigation bar with options like "Limited Documents", "All Documents", "Flowsheets", "Patient Event History", "Immunization History", "Medications", "Create Referrals", and "View Referrals". On the left, there are sections for "Clinical Documents" and "Dynamic Patient Summary". The main area displays "Patient Demographics" for SEMAR, Johanas Bianco. The data is organized into a table:

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		

A "Configure Layout" button is located at the bottom of the demographics section.

2. Patient with one primary provider

The screenshot shows the patient profile for JEX-BLAKE, Pushba. A red box highlights the text "PRIMARY PROVIDER - AI, Winston (1)". The patient's date of birth is 24-Sep-1951 (70y) and sex is F. The interface is similar to the first screenshot, with a navigation bar and a left sidebar. The main area displays "Patient Demographics" for JEX-BLAKE, Pushba. The data is organized into a table:

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		

A "Configure Layout" button is located at the bottom of the demographics section.

When expanded, more information is displayed.

JEX-BLAKE, Pushba
 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 [more...](#)
 Box 88
 BAWLF, AB
 T0B 0J0
[more...](#)

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

Read Unread

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 Ph
Age	70 years	Work Ph
Sex	F	Cell/Alternate Ph
Eligibility Start Date		
	<i>Note: Future-dated and blank eligibility start dates should be confirmed in Person Directory.</i>	
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
 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 [more...](#)
 Box 88
 BAWLF, AB
 T0B 0J0
[more...](#)

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

Read Unread

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	
Age	70 years	
Sex	F	
Eligibility Start Date		
	<i>Note: Future-dated</i>	
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 [more...](#)
 GD
 BURDETT, AB
 TOK 0J0
[more...](#)

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

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 OJO more...

OSBERG, Arrlin Ernistine

Date Of Birth	17-Jan-1987
Age	34 years
Sex	F
Eligibility Start Date	
Note: Future-dated and blank eligible	
Address (Primary)	
AH Address (Mailing)	Gd Burdett AB, Can TOK OJO

PRIMARY PROVIDER - **Shari, Wonder (2)**
 SPECIALTY: Family Medicine
 CLINIC: TY Blue North North
 CITY: Edmonton
 PRIMARY PROVIDER - **Shelley, Parc**
 SPECIALTY: Nurse Practitioner
 CLINIC: TY Blue North North
 CITY: Edmonton

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.

VANCUILENBORG, Edward Nick Niilo
 DATE OF BIRTH: 13-Sep-2003 (17y 11m) SEX: M

PRIMARY PROVIDER - **Jones, Gilbert (2)**
 SPECIALTY: Pediatrician
 CLINIC: ABC Practitioner Office
 CITY: Edmonton
 more...

PRIMARY ADDRESS: more...

MAILING ADDRESS: PO BOX 90 ANZAC, AB TOP 1J0 more...

VANCUILENBORG, Edward Nick Niilo

Date Of Birth	13-Sep-2003
Age	17 years 11 months
Sex	M
Eligibility Start Date	
Note: Future-dated and blank eligible	
Address (Primary)	
AH Address (Mailing)	Po Box 90 Anzac AB, Can TOP 1J0

PRIMARY PROVIDER - **Jones, Gilbert (2)**
 SPECIALTY: Pediatrician
 CLINIC: ABC Practitioner Office
 CITY: Edmonton
 PRIMARY PROVIDER - **Kate, Wade**
 SPECIALTY: Family Medicine
 CLINIC: Sam Test Dr
 CITY: Edmonton

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

VANCUILENBORG, Edward Nick Niilo
 DATE OF BIRTH: 13-Sep-2003 (17y 11m) SEX: M

PRIMARY PROVIDER - **Jones, Gilbert (2)**
 SPECIALTY: Pediatrician
 CLINIC: ABC Practitioner Office
 CITY: Edmonton
 more...

PRIMARY ADDRESS: more...

MAILING ADDRESS: PO BOX 90 ANZAC, AB TOP 1J0 more...

VANCUILENBORG, Edward Nick Niilo

Date Of Birth	13-Sep-2003
Age	17 years 11 months
Sex	M
Eligibility Start Date	
Note: Future-dated and blank eligible	
Address (Primary)	
AH Address (Mailing)	Po Box 90 Anzac AB, Can TOP 1J0

PRIMARY PROVIDER - **Jones, Gilbert (2)**
 SPECIALTY: Pediatrician
 CLINIC: ABC Practitioner Office
 CITY: Edmonton
 PRIMARY PROVIDER - **Kate, Wade**
 SPECIALTY: Family Medicine
 CLINIC: Sam Test Dr
 CITY: Edmonton

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: [Redacted]
 PATIENT MAILING ADDRESS: [Redacted]

Navigation: Limited Documents, All Documents, Flow sheets, Patient Event History, Immunization History, Medications, Create Referrals, View 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-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...

Navigation: Limited Documents, All Documents, Flow sheets, Patient Event History, Immunization History, Medications, Create Referrals, View 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-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-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...

Navigation: Limited Documents, All Documents, Flow sheets, Patient Event History, Immunization History, Medications, Create Referrals, View 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-lan

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		
Address (Primary)			
AH Address (Mailing)	11324 73 Ave Nw Edmonton AB, Can T6G 0C8		

Configure Layout

Pop-up:
 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

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

☰ 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
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...](#)

Home Phone
Work Phone
Cell/Alternate Phone

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
Age 105 years
Sex F
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...](#)

Home Phone
Work Phone
Cell/Alternate Phone

*No real data is displayed in this document.