

## Referring Provider Notifications

eReferral Provider Notifications provides users an effective way to track referrals through an immediate or daily summary email. Provider Notifications are subscription-based and managed by the user. **There is no patient identifiable information in any Provider Notification email.**

**NOTE:** Provider Notifications are sent to the email address entered in your *My Details*, based on the system's default settings.

## Getting Started

- 1 Click on *My Details* from the **Clinical Portal Menu** (i.e., the menu on the left-hand side of your screen).
- 2 Scroll to the section titled **Users**. Beside **Notification email address** enter your preferred email address that you use and check regularly.

*Please enter a regularly accessed email address. This address is used for ANP Outage notifications, eReferral updates, Provider Notifications and as an alternate for remote access expiry notifications. You must log out of Alberta Netcare for an hour for your email address change to be processed.*

Notification email address

test@testpcn.com

You will also notice an AHS IAM email field that is automatically populated with your email address. This email field is not editable and is pulling your email address from the Alberta Health Services (AHS) IAM database. To change this email address, you must log on to IAM. Go to: [iam.albertahealthservices.ca/uaa/login](http://iam.albertahealthservices.ca/uaa/login) to update.

### Users

*This email address is for AHS IAM updates and notifications. To change this email address, please login through IAM.*

IAM email address

test@ahs.ca

- 3 Scroll to the bottom of the page and click the **Update Preferences** button to validate your changes.

### REMINDER

If you update your email address in *My Details* you must be logged out of Alberta Netcare for an hour to allow the email address change to be processed.

## Referring/Referring Provider on Behalf Of: Auto-Subscribed Notifications

Following is a list of notifications that all *Referring Provider* or *Referring Provider on Behalf Of* users will automatically receive when an activity occurs on an Advice or Consult Request:

Default Notifications	When will email be sent?
eReferral Referrer – Advice: Action Required	Notify Immediately by Email
eReferral Referrer – Advice: Completed	Notify Immediately by Email
eReferral Referrer – Advice: Service Provider Set	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Action Required	Notify Immediately by Email
eReferral Referrer – Consult: Appointment Missed	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Declined	Notify Immediately by Email
eReferral Referrer – Consult: Completed	Notify Immediately by Email
eReferral Referrer – Consult: Deferred	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Waitlisted	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Appointment Booked	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Cancelled	Notify Immediately by Email
eReferral Referrer – Consult: Reassigned	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Service Provider Set	Notify Overnight in Daily Summary Email

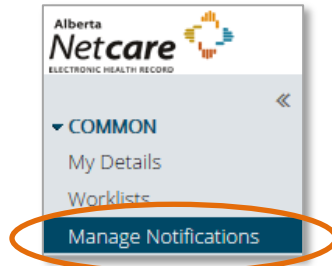
### TIP

Users can 'unsubscribe' to all notifications per the instructions below (see number 6)

## Managing Notification Subscriptions

A user is able to customize their notifications and method of delivery:

- 1 Click on **Manage Notifications** below the **Common** folder from the **Clinical Portal Menu**.
- 2 Confirm that your email is correct. If you need to update your email address, go to **My Details**.
- 3 Choose your **Default Delivery Method**.



My Email Address [Redacted]

My Default Delivery Methods

Notify Immediately by Email (Absent of Patient Identifiable Information)

Notify Overnight in Daily Summary Email (Absent of Patient Identifiable Information)

- 4 In the **My General Subscriptions** section as a **Referring Provider** or **Referring Provider on Behalf Of** user, select the notification and delivery method for each of the notifications available by clicking on the box in front of the notification. Then, click **Change** in the delivery method column and select the desired method of delivery.

**NOTE:**

While users are auto-subscribed by default to 13 'Referrer' notifications, there are other notifications that can be subscribed to.

- 5 To unsubscribe to a specific Provider Notification, click on the box in front of that notification; the check mark will be removed and you will no longer receive that notification.
- 6 To unsubscribe to ALL Provider Notifications from eReferral, click the box in front of **Notification** in the header until all boxes below it are unchecked.

**My General Subscriptions**

Notification	Delivery Methods
<input type="checkbox"/>	

- 7 Scroll to the bottom of the page and click **Save**.

## Notification Emails

As a **Referring Provider** or **Referring Provider on Behalf Of** user, you will receive emails notifying you that an activity has occurred on an Advice or Consult Request that has been submitted. See example of email sent immediately after an activity occurs:

The consult request, on which you are recorded as the Referrer, has had a recent event occur of 'Consult: Service Provider Set'.

Referral Id: RFS-XXX-000000  
 Referring Provider: Dr. XXXX YYYY  
 Submitted By: XXX XXXX

To view this referral,

1. Log into Alberta Netcare Portal.
2. Navigate to your Alberta Netcare Portal > eReferral > 'My Referrals' dashboard.
3. Copy/paste the Referral Id into the Referral Id field below your dashboard and click 'Search'.

To change your notification subscriptions, please visit your Alberta Netcare Portal > Common > 'Manage Notifications' settings screen.

To access Alberta Netcare Portal:

- Remote site using a fob - <https://access.albertanetcare.ca>
- AHS facility - <https://portal.albertanetcare.ca>

For help, please click on the "Need Help?" menu item on the left of the Netcare login screen.

- 1 To search for your patient using the Referral ID, copy the Referral ID included in the email and paste the Referral ID into the box under the **My Referrals** dashboard.

**My Referrals**

Referrals	Total	Consults	Advice
Recently Updated	0	0	0
Cancelled/Declined	46	46	-
Action Required	80	36	44
Drafts	23	13	10
Undelivered	0	0	0
In Progress	406	273	133
Completed	149	29	120
Waiting for Response	10	10	0

Search for a Referral by ID

Select a favourite search [Dropdown]

Referral ID [Input Box] ←

[Search] [Reset]

Enter a new favourite search [Add]

Enter the Referral Id from your email notification and click 'Search'.

2 Click **Search** and the specific referral will display.

**NOTE:** Referral ID is only available on emails sent as 'Notify Immediately by Email.' Daily summary emails sent overnight do not include Referral IDs.

See example of email below sent as a daily summary overnight:

The following eReferral notification events you are subscribed to have occurred within the past 24 hours.

1) Notification events where you are recorded as the Referrer

- [1 occurrence] Consult: Service Provider Set
- [1 occurrence] Consult: Clinical Triage in Progress
- [1 occurrence] Consult: Waiting for Clerical Triage
- [1 occurrence] Consult: Waiting for Clinical Triage

To view these referrals, please visit your Alberta Netcare Portal>eReferral>My Referrals>'Recently Updated' worklist.

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For help, please click on the "Need Help?" menu item on the left of the Netcare login screen.

**NOTE:** If no activity occurs on an Advice or Consult Request in the day, you will not receive any Provider Notification emails.