

Triage User 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 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 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.

To manage your Triage settings, go to *My Details* and scroll down to the **Triage Referrals** section. Validate your *Triage Facilities* and *Specialty – Reason for Referral* entries.

Triage User: Auto-Subscribed Notifications

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

Default Notifications	When will email be sent?
eReferral Triage – Advice: Action Required	Notify Overnight in Daily Summary Email
eReferral Triage – Advice: Waiting for Clinical Triage	Notify Overnight in Daily Summary Email
eReferral Triage – Advice: Service Provider Set	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Waiting for Clerical Triage	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Waiting for Clinical Triage	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Action Required	Notify Overnight in Daily Summary Email
eReferral Triage – Consult: Completed	Notify Overnight in Daily Summary Email

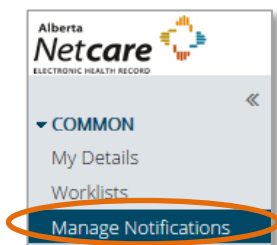
TIP

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

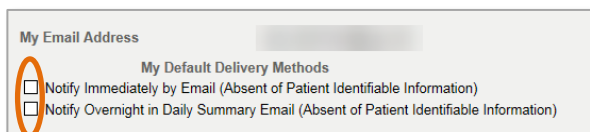
Managing Notification Subscriptions

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

- 1 Click on **Manage Notifications** 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**.

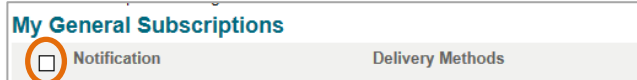


- 4 In the **My General Subscriptions** section as a **Triage** user, select the notification and delivery method for each of the notifications available by clicking on the box in front of the notification. Then, click **Change** in the delivery method column and select the desired method of delivery.

NOTE:

While users are auto-subscribed by default to seven 'Triage' 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.



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

Notification Emails

As a **Triage** 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 advice request, on which you are recorded as a member of the Triage team, has had a recent event occur of 'Advice: Action Required'.

Referral Id: RFS-XXX-000000

To view this referral,

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

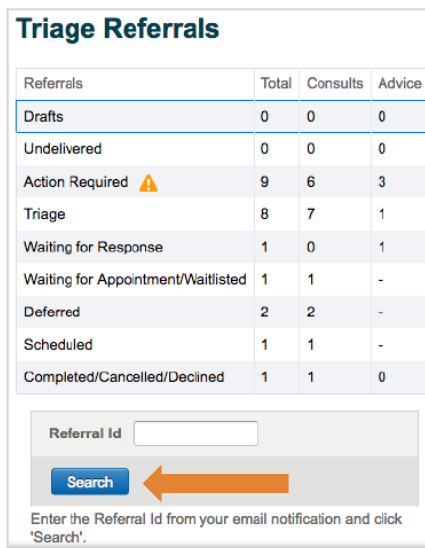
To change your notification subscriptions, please visit your Alberta Netcare Portal > Common > 'Manage Notifications' settings screen.


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 **Triage Referrals** dashboard.



Referrals	Total	Consults	Advice
Drafts	0	0	0
Undelivered	0	0	0
Action Required 	9	6	3
Triage	8	7	1
Waiting for Response	1	0	1
Waiting for Appointment/Waitlisted	1	1	-
Deferred	2	2	-
Scheduled	1	1	-
Completed/Cancelled/Declined	1	1	0

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 a member of the Triage team
- [34 occurrences] Consult: Service Provider Set (check your 'Triage' worklist)
 - [11 occurrences] Advice: Clinical Triage in Progress
 - [89 occurrences] Consult: Waiting for Clerical Triage (check your 'Triage' worklist)
 - [6 occurrences] Advice: Completed (check your 'Completed/Cancelled/Declined' worklist)
 - [25 occurrences] Advice: Waiting for Clinical Triage (check your 'Triage' worklist)
 - [7 occurrences] Consult: Waitlisted (check your 'Waiting for Appointment/Waitlisted' worklist)
 - [4 occurrences] Consult: Cancelled (check your 'Completed/Cancelled/Declined' worklist)

To view these referrals, please visit your Alberta Netcare Portal>eReferral> 'Triage Referrals' dashboard.

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

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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.