

Provider Notifications Now Available Confirm/Update Your Email Address

Updated: June 17, 2021

Alberta Netcare eReferral Provider Notifications are now available. eReferral users will now receive email notifications when an activity occurs on an Advice or Consult Request.

To ensure you are receiving Provider Notifications, please **confirm or update your email address to a current preferred email address** (this is the address that notifications will be sent to). To change your email address in *My Details*, follow these steps:

1. Login to [Alberta Netcare](#)
2. On the left-hand side of your screen, click *Common* and then *My Details*
3. Scroll down to *Users*. Beside *Notification email address* enter your preferred email address. This is the email that Provider Notification emails and eReferral updates will be sent to.
4. Click *Update Preferences* to validate your changes

Important note: 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 Providers - Manage Your Notifications

As someone who can submit Advice and/or Consult Requests (i.e. a *Referring* or a *Referring on Behalf Of* user), you now have the ability to **receive email notifications when an activity occurs on your Advice or Consult Requests**.

You are **automatically subscribed by default** to the notification list below, but can **customize your subscriptions anytime**. For example, you can choose when you want to receive notifications, subscribe to additional notifications or unsubscribe from notifications all together. **To modify your subscriptions, go to the [Quick Reference](#) for step-by-step instructions.**

Notification	Will you receive an email?	When will the email be sent?
eReferral Referrer – Advice: Action Required	Yes	Notify Immediately by Email
eReferral Referrer – Advice: Completed	Yes	Notify Immediately by Email
eReferral Referrer – Advice: Service Provider Set	Yes	Notify Overnight in Daily Summary
eReferral Referrer – Consult: Action Required	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Appointment Missed	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Declined	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Completed	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Deferred	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Waitlisted	Yes	Notify Overnight in Daily Summary Email



Training & Support

Need eReferral help? To ask questions, contact the eHealth Netcare Support Services team at **1-855-643-8649** or email ehhealthsupport@cgi.com



More Information & Online Resources

For more information about eReferral, visit us [online](#)

For eReferral support, including Quick References, visit the [Alberta Netcare Learning Centre](#)



Unsubscribe

Users can unsubscribe from all emails by updating their contact information in *My Details*. **Please note: If you delete your email address you will no longer receive Alberta Netcare updates or Provider Notifications.**

eReferral Referrer – Consult: Appointment Booked	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Cancelled	Yes	Notify Immediately by Email
eReferral Referrer – Consult: Reassigned	Yes	Notify Overnight in Daily Summary Email
eReferral Referrer – Consult: Service Provider Set	Yes	Notify Overnight in Daily Summary Email

Please note: To see a list of all notifications available, login to Alberta Netcare, click *Common* on the left-hand side of your screen and then *Manage Notifications*. The complete list of notifications is seen from the *My General Subscriptions* section. You can pick and choose what notifications you want to receive and when. **For more information about how to manage your notifications, go to the [Quick Reference](#)**

Receiving Providers & Triage Users – Manage Your Notifications

If you are an eReferral user who receives Advice or Consult Requests, or has triage facilities and/or *Specialty – Reason for Referral* settings configured in your *My Details* (i.e. you're a *Receiving* or *Receiving on Behalf Of* user or a *Triage* user), please review this [information notice](#) and refer to the following Quick Reference that fits your role:

- [Receiving or Receiving on Behalf Of user](#)
- [Triage user](#)

Important note: *Receiving Provider* users who respond to Advice Requests can review this [information notice](#) for more information about how to manage notifications on a rotation schedule.

Training & Resources Available

To assist eReferral users with Provider Notifications, we have developed [Quick References](#) that provide step-by-step instructions on how to manage notifications. **If you have questions or need additional support, call the eHealth Netcare Support Services team at 1-855-643-8649 or email ehhealthsupport@cgi.com**

For more information about Provider Notifications, including an [FAQ](#) with commonly asked questions, visit our [online portal](#)



Get in Touch

For more information about eReferral, visit us [online](#)

For eReferral inquiries, email access.ereferral@ahs.ca or call 1-888-733-3755