Alberta Netcare Portal – Changes

This Document outlines changes to Alberta Netcare Portal (ANP) as a result of the November 3rd Connect Care wave 1 go live. To view details, click on the hyperlinks in the table of contents below.

Please visit the Alberta Netcare Portal Release website for the full details including the *Release Notes* and *additional Quick References*.

Connect Care notes

Alberta Netcare Portal Data Availability Table

Connect Care Notes to Netcare Impacted Departments

Netcare Portal Updates – Nov. 7, 2019

1. Users need to update Care Units for University of Alberta Hospital

Description:	The name of the University of Alberta Hospital and respective Care Units need to be updated in the user's My Details so users can see patients associated with the specific site and units.
Details:	The name of the University of Alberta Hospital was changed to accommodate new unit names for Connect Care. Users will need to edit any University of Alberta Hospital Care Units they previously had set up within their My Details. ***Note:** The old Site name has been removed to ensure it is not inadvertently selected in the future.*

My Details – Care Unit Site List:

Care Unit - Site List: New Site name also applies when searching in Care Units

2. Care Unit - Search for University of Alberta Hospital

Description:	Care Units for the University of Alberta Hospital were not displaying in the search.
Details:	The search field has been updated to better search for components within the Care Unit's name.

My Details - Care Unit Search Before:

My Details - Care Unit Search After:

3. Lab Flowsheet-Provincial Search will use date

Description:	The number of columns search criteria on the provincial flowsheet was inadvertently truncating results when searching within various repositories. This issue caused the flowsheets to show fewer results than expected.
Details:	In order to ensure lab results from every data source are captured appropriately on the flowsheet, the search criteria for the Lab Flowsheet-Provincial has been changed. The number of days, set in a new "Provincial Flowsheet Size" field, on the users My Details will be used rather than the number of columns. This new field is defaulted to a maximum of 731 days.

When the user accesses a flowsheet, they will see a prepopulated date field. This date is generated by using the current date minus the number of days set in the user's My Details. The flowsheet will contain all results from all repositories for the selected patient from today's date back to the date calculated from the My Details information.

Users can change the defaulted date on the flowsheet search by selecting a new date from the calendar or typing in a new date and clicking the Search button or the Enter key.

*Note: The search criteria for the AHS-Cal and AHS-Rural flowsheets will remain as is. They will continue to use the number of columns from the users My Details.

New field in My Details:

New flowsheet search default:

4. Insufficient privileges error resolved

Description:	Some user groups were experiencing "Insufficient privileges" errors.
Details:	Flowsheets, Cumulative and lab results were restricted for certain user roles. The affected user groups have been updated to allow access.

5. Update: Script errors within Hyperspace

Description:	**Progress has been made on the fixing script errors that are encountered when Netcare is accessed via Hyperspace.**
Details:	The error displayed below, is caused when a second tab is opened to perform an action. For example, when users click on the print button or link within Flowsheets, Cumulatives and single lab results a second tab is opened to print. When using Hyperspace, opening the second window causes a new tab to open but it cannot close when the print function is finished.

This issue has been resolved when users print within a Single lab result. A new popup is opened rather than opening a window and users can print witout encountering the error.

*Note: Technical teams continue to work on a solution for flowsheets and cumulatives. In the meantime, refer to **Known Issue #7** below for details on how to print without encountering the error message.

Netcare Portal Changes

1. Connect Care Notes (Transcribed Reports) Available in Netcare

Description:	**Transcribed reports from wave 1 sites to Netcare**
Details:	Connect Care uses a Notes function to send reports such as History & Physicals and Progress Notes to Netcare. A complete list of [Connect Care notes](#) which are sent to Netcare is available here.
	*Note: With the implementation of Connect Care on November 3, 2019, some Outpatient Consult Letters (i.e., Summative Findings) will NOT be viewable in Netcare. However, fax and / or mail will continue to distribute consult findings directly to the referring Physician.
	Details about the departments at Connect Care wave 1 sites that may be impacted is available [here.](#)
	See more details below in Known Issues.

2. Connect Care Data Available in Netcare

Description:	**Changes to data that is available in Netcare for wave 1**
Details:	The Alberta Netcare Portal Data Availability Table (DAT) has been updated to reflect changes in how the following data from wave 1 sites is sent to Netcare. • Lab • Diagnostic Imaging • Pulmonary Function Tests (PFT) • Patient Event History 1 page summary DAT for Connect Care changes: ANP Data Availability from Connect Care Full list of data available in Netcare: Alberta Netcare Portal Data Availability Table • Netcare will now receive bed to bed transfer events from previous Tandem wave 1 sites via Connect Care • Massive Hemorrhage Protocol (MHP) Orders are new to Netcare

3. New Provider and Site Names

Description:	**New Provider and Site names have been created which will be used in addition to existing provider and site names.**
Details:	New provider names have been created with the suffix "[Connect Care]" These new provider names need to be added to any existing Care Groups that users have previously set up. • This affects locations within Netcare where users search for providers such as Provider Search and My Details- Care Group settings

Doctor Popup Search - Care Group Attribute

| Last Name | ausford | | First Name | |

Search   Clear

Provider

Ausford, Allen / Ausford, Allen

Ausford, Allen / Ausford, Allen

Ausford, Allen E / Ausford, Allen E

Ausford, Allen E / Ausford, Allen E

Ausford, Allen E. / Ausford, Allen E.

Ausford, Allen / Ausford, Allen [Connect Care]

Ausford, Allen / Ausford, Allen [Connect Care]

Site names have been augmented with location acronyms to differentiate new site names from existing ones.

- Current site name **- University of Alberta Hospital, Edmonton** –
- Connect Care site name **- EDM WMC University of Alberta Hospital, Edmonton**

The new Site and Provider names will be displayed in the Event History

Site	Case Type	Program	Provider	Admission	Discharge	
EDM WMC University of Alberta Hospital, Edmonton	Inpt	Orthopedics	Cinats, John [Connect Care] (Effective: 12-Aug-2019)	12-Aug-2019 13:24		
University of Alberta Hospital, Edmonton	Inpt	Orthopedics	Cinats, John (Effective: 12-Aug-2019)	12-Aug-2019 13:24	14-Aug-2019 13:15 Discharged With Approval	

4. Cancelled Connect Care pdf's Reports are not viewable in Netcare

Description:	**If a Connect Care pdf formatted report is cancelled the original report cannot be displayed.**
Details:	Cancelled reports will display similar to Community Reports in Netcare. If the original reports is not available, a cancel reason will be given, a message is displayed telling users the report has been retracted and contact information is provided in the event a copy of the report is required.
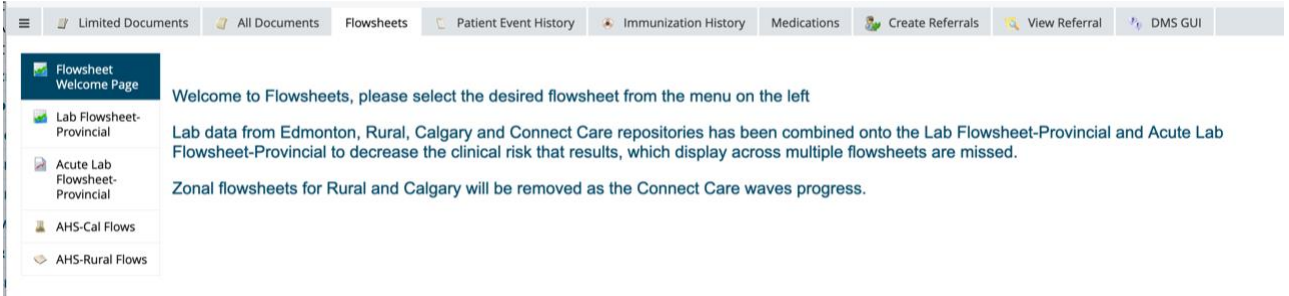
5. Connect Care Admission date remains after patient transferred

Description:	**Initial Admission date in Event History remains after the patient has been transferred from emergency.**

Details:	When a patient is transferred from Emergency to Inpatient the Admission Date and time for Inpatient event will show the same date as the patient was admitted in ED. This is as designed in Connect Care.

	Site	Case Type	Program	Provider	Admission	Discharge
⊞	EDM WMC University of Alberta Hospital, Edmonton	Inpt	Critical Care	Cardiologist, First [Connect Care] (Effective: 23-Jul-2019)	23-Jul-2019 10:22	23-Jul-2019 10:42 Home
⊞	EDM WMC University of Alberta Hospital, Edmonton	Emerg	Emergency Medicine	[Connect Care] (Effective: 23-Jul-2019)	23-Jul-2019 10:22	23-Jul-2019 10:30 Takeover To Inpatient

6. Removal of Edmonton Flowsheet

Description:	**The Edmonton flowsheet has been replaced by the Lab Flowsheet Provincial**
Details:	With the introduction of Connect Care data in the Edmonton zone, the Edmonton flowsheet no longer contains all labs in the zone. The EDM-Flow has been removed and results will be available on the Lab Flowsheet Provincial, which has been created to combine lab data from Edmonton, Rural, Calgary and Connect Care repositories into one consolidated flowsheet.

☰	📋 Limited Documents	📋 All Documents	Flowsheets	🕐 Patient Event History	👤 Immunization History	Medications	👥 Create Referrals	🔍 View Referral	🕊 DMS GUI

📊 Flowsheet Welcome Page

📊 Lab Flowsheet-Provincial

📊 Acute Lab Flowsheet-Provincial

📊 AHS-Cal Flows

📊 AHS-Rural Flows

Welcome to Flowsheets, please select the desired flowsheet from the menu on the left

Lab data from Edmonton, Rural, Calgary and Connect Care repositories has been combined onto the Lab Flowsheet-Provincial and Acute Lab Flowsheet-Provincial to decrease the clinical risk that results, which display across multiple flowsheets are missed.

Zonal flowsheets for Rural and Calgary will be removed as the Connect Care waves progress.

7. Provincial MRN (pMRN) added as a Patient Search Identifier Type

Description:	**New provincial patient identifier (pMRN) will be listed on the Patient Search in the Identifier Type list.**
Details:	The new pMRN is listed on the Patient Search in the Identifier Type list. It is searchable within the Patient Search the same as all other MRN's.

Search for a Patient
Patient Search

Select a favourite search

Identifier

PHN / ULI
Provincial MRN
----------AHS-EDMONTON------------
Alberta Hospital (AHE) MRN
Fort Sask Health (FSH) MRN
Grey Nuns/Edmonton General (GNH/EGH) MRN
Leduc (LCH) MRN
Misericordia/Villa Caritas (MCH/VC) MRN
North East/Strathcona/East Edmonton (NEC) MRN
Redwater/Morinville (RHC) MRN
Royal Alexandra/Glenrose (RAH/GRH) MRN
Stony Plain/Devon/Evansburg (WHC) MRN
Sturgeon (SCH) MRN
University/Stollery (UAH) MRN
----------AHS-CALGARY--------------
Calgary RHRN (CalgRHRN) MRN
Calgary Public Health (CalgPubHlth) MRN
Calgary Rural (CalgRural) MRN
----------AHS-North/South/Central/Cancer Care--------------

Identifier
Type

Last Name

First Name

Middle
Name/Initial

-- Month --   Year

Female   Male   X

: An identifier search is
ded. For name search, please
omplete last name, complete
and date of birth.

Search

Enter search crit

Known Issues

1. Outpatient Consult Letters NOT Available in Netcare

Description:	**With the implementation of Connect Care on November 3, 2019, some Outpatient Consult Letters (i.e., Summative Findings) will not be viewable in Netcare.**
Details:	Outpatient consult findings will still be distributed directly to the referring physician by mail or fax. Findings will be available to other physicians if they have direct access to the Connect Care Clinical Information System (CIS). If a physician does not have access to Connect Care CIS, they can send a request to Access and Disclosure by sending an email to **Disclosure@ahs.ca** or calling 1-855-312-2265. **Details about the departments at Connect Care wave 1 sites that may be impacted can be downloaded here.**

2. ED Provider Note does not have discharge instructions

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Description:	**The "ED Provider Note" does not contain discharge instructions which were previously provided on the Emergency Record.**
Details:	The ED Provider Note from Connect Care contains information related to the presenting problem; however, an additional report needs to be added to Netcare to provide details for patient follow up and the diagnosis. This issue has been identified as a high priority and will be resolved as soon as possible post go live.

3. Pdf report display problems

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Description:	**Two issues with Adobe have been identified in the display of pdf reports.**
Details:	Some pdf reports contain Bookmarks and extra grey space above the report which decreases the amount of visible space to view the entire report.

1. Some pdf reports display within a Bookmark pane.

   Workaround: Users can click on Bookmark icon (as circled in the below screenshot) to close the Bookmark pane and view larger report.
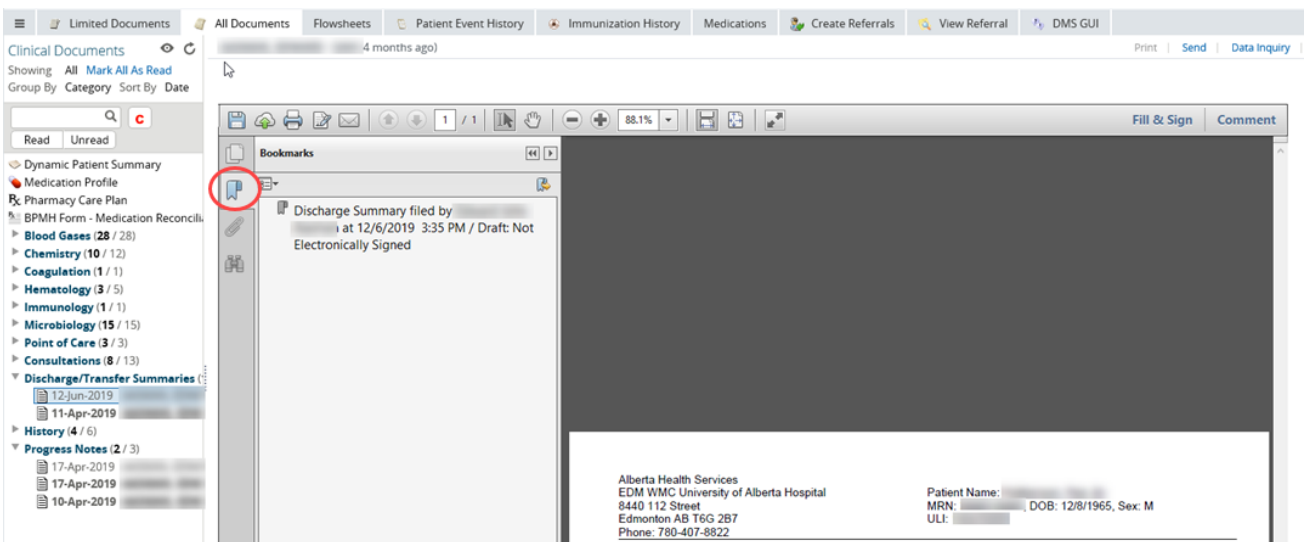
2. Some pdf's are displayed with additional grey space above the report.

   Workaround: Users can use the scroll bar on the far left of the screen to move image down.
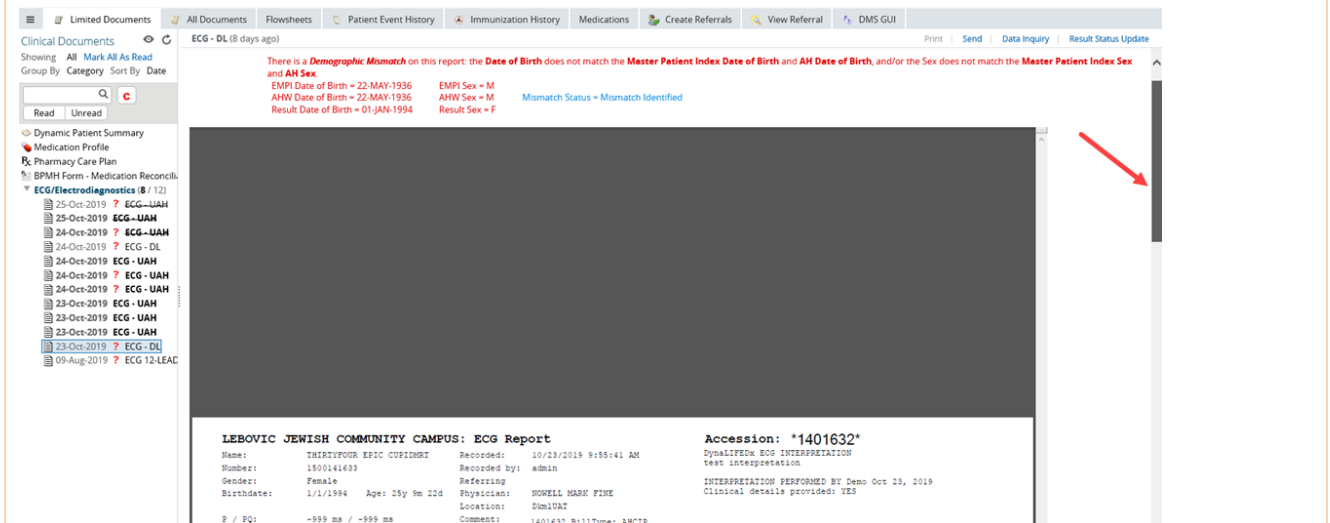
4. Lab display issues

Description:	**Formatting issues with some lab results from Connect Care have been identified.**
Details:	Formatting issues such as placement of comments, misaligned tables and paragraphs have been identified, making labs more difficult to interpret.

5. Muse reports missing site ID in title

Description:	**Some Muse reports are missing the site ID in the title.**
Details:	Rural Muse sites are missing the site ID on the CDV Tree title and within the tooltip.
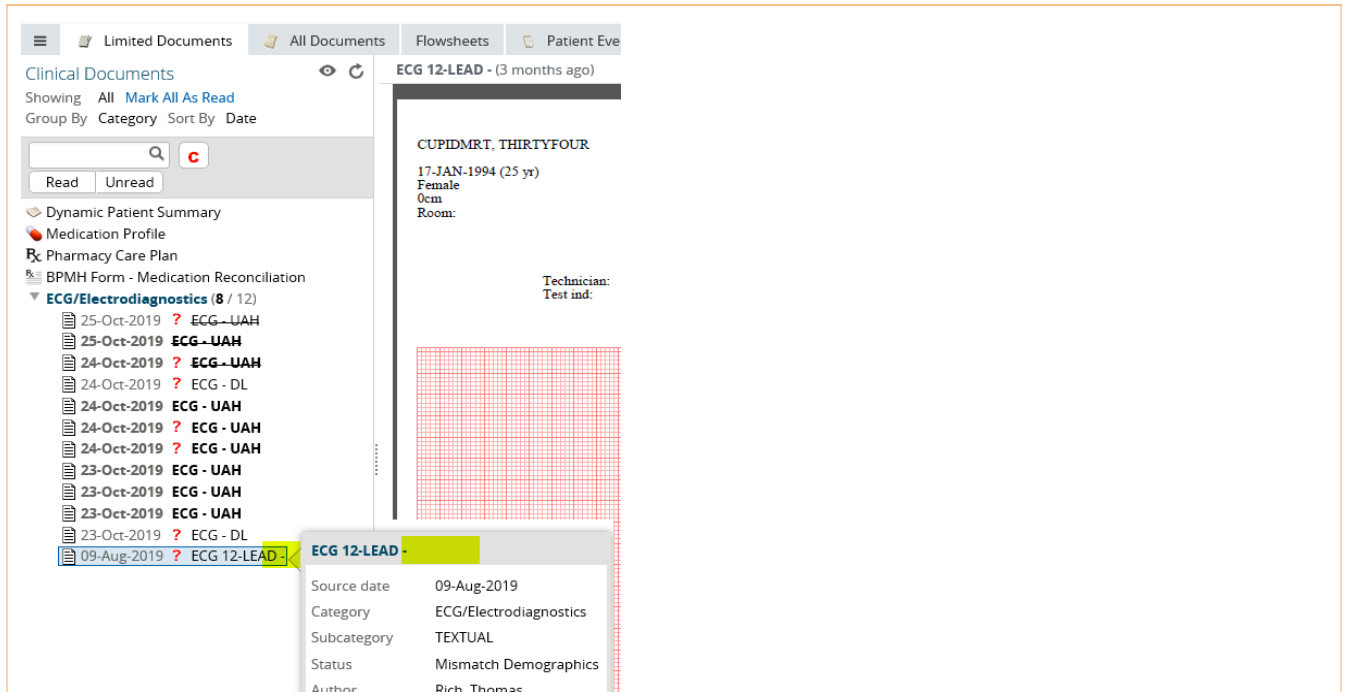
6. Functionality not available through Hyperspace and Epic Link

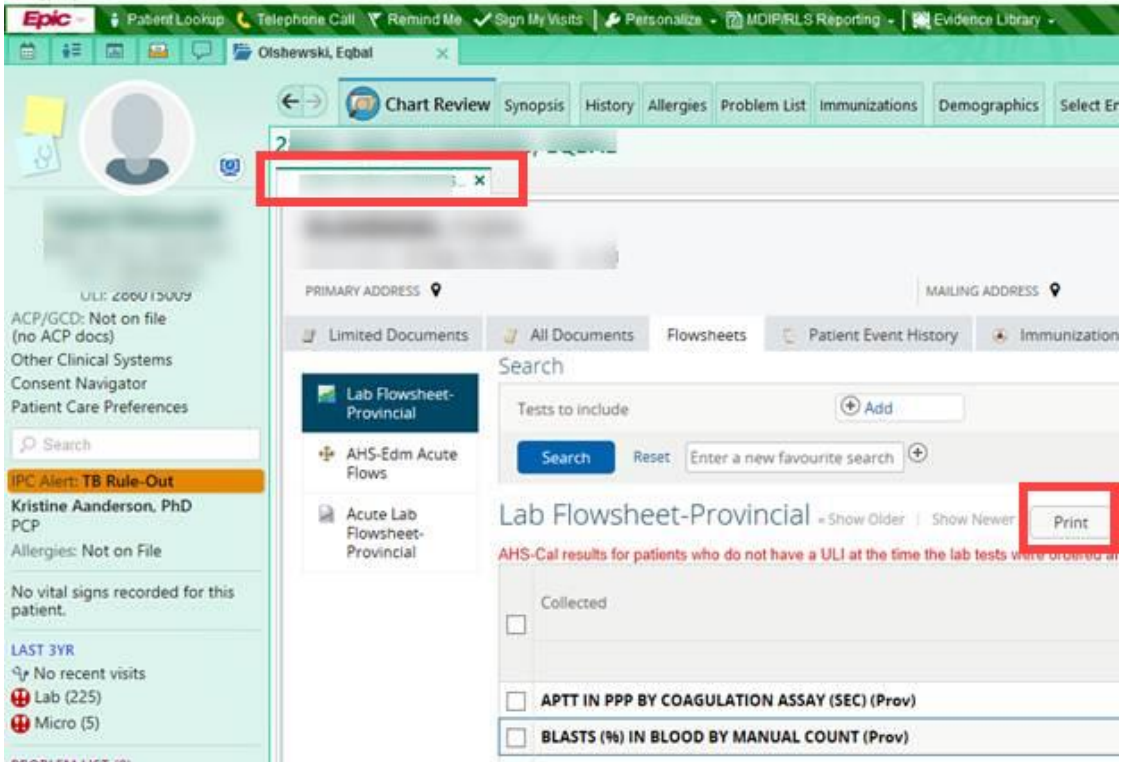| Description:	The following functionality is not available when Netcare is accessed through Hyperspace.
Details:	The following functionality is not available when Netcare is accessed through Hyperspace and Epic Link. • Users cannot navigate outside of a patient record in ANP (e.g., they do not have access to the Menu Bar so they cannot navigate to the Patient Search screen. • Users signing into Netcare from Connect Care will be unable to open the patient in context if they are passing an identifier other than a ULI. • The calendar icon on the flowsheet and cumulatives search will display an error when the user clicks on it. **Workaround:** Users can type the date into the adjacent Date field • Users cannot complete any workflow actions on eReferral **Workaround:** Users will need to log directly into Netcare in order to complete all eReferral workflow actions.

Alberta
Netcare
ELECTRONIC HEALTH RECORD

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7. *Printing errors within Hyperspace*

Description:	**Script errors are encountered throughout Netcare after the Print button** [Print] **, or Print link** (Print)	Send	**has been clicked.**

Details:	When a user prints within Hyperspace, a second tab will be opened. Clicking on the X to close this tab will cause print errors as the user navigates throughout Netcare.

1. A single tab is opened when working within patient context.

2. When user clicks on the print button or link, a new tab will be opened.

3. To avoid error messages, click on the first tab to return to the Patient Context.

4. Do **NOT** click on the X to close the extra tab. It will automatically be closed when the user selects other functionality within the open patient's context.

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5. If the tab is closed (by clicking on 'x') the following error will come up elsewhere within Netcare as the user is working.

6. Clicking on Yes or No, will allow the user to continue to work however the error message may continue to pop up as they work.