

Accessing Netcare from Connect Care

Connect Care users accessing Netcare through Connect Care have full use of their assigned Netcare user role permissions. Access via Connect Care is no longer restricted to view-only. This new function allows for full access to the patient's record in Netcare, including referrals.

- 1 Login to Connect Care.
- 2 Access your [Patient List](#).
- 3 Double click on the patient's name to open the chart.
- 4 Hover over [Other Clinical Systems](#) located on the [Storyboard](#) (left hand panel) and click [Launch Netcare](#).

TIPS

- You can also access Netcare by clicking [More](#) located on the main toolbar and selecting [Launch Netcare](#) then click on the patient's name displayed.
- Your screen view may vary depending on your Netcare configuration.

- 5 Click [View Referral](#) to see the patient's referrals (Draft, In Progress, Completed/Cancelled/Declined).

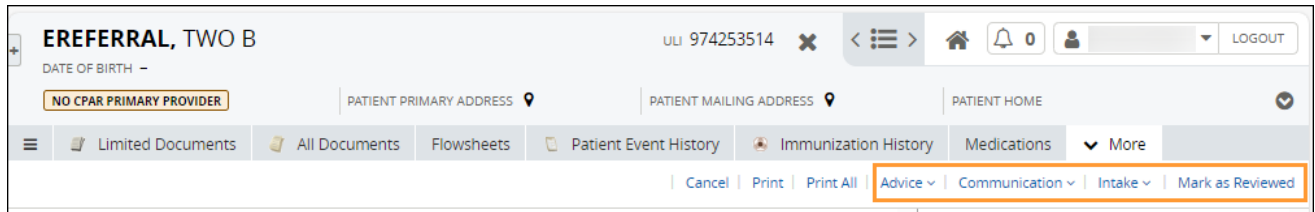
The screenshot shows the Netcare interface for a patient named 'EREFERRAL, TWO B'. The patient's date of birth is 12-Jan-1970 (54y) and sex is F. The interface includes a navigation menu with options like 'Limited Documents', 'All Documents', 'Flowsheets', 'Patient Event History', 'Immunization History', 'Medications', 'Create Referrals', and 'View Referral'. The 'View Referral' button is highlighted with an orange box. The patient demographics section shows: Date Of Birth: 12-Jan-1970, Age: 54 years, Sex: F, Home Phone, Work Phone: (587)333-0000, Cell/Alternate Phone: 5874440000, and Address (Primary): AB, CANADA, T6V 1C5.

- 6 Click on an eConsult or a Referral to open it to access the workflow. This example is using an eConsult (previously called an Advice Request).

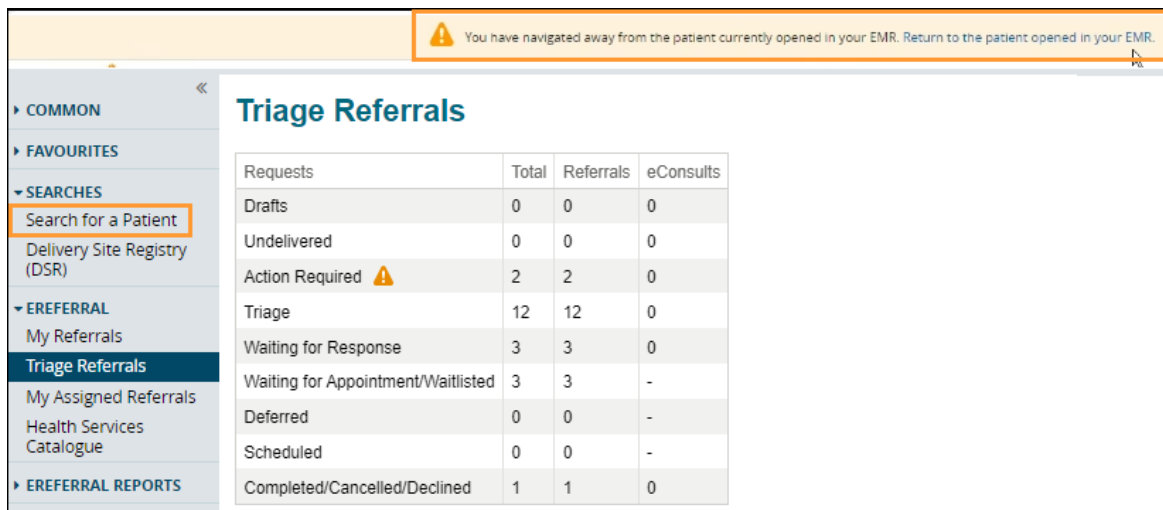
The screenshot shows the Netcare interface displaying a table of referrals and eConsults. The table has the following columns: Request Type/Referral ID, Received Date (T2), Status/Status Reason, Referral Reason, Priority, Triage Site, External Triage Site, Service Provider, Appointment Date/Time, Accepted Date (T3), Referring Provider, Elapsed Time/Time To Target (days), and Approx Wait Time. The first row is highlighted with an orange border.

Request Type/Referral ID	Received Date (T2)	Status/Status Reason	Referral Reason	Priority	Triage Site	External Triage Site	Service Provider	Appointment Date/Time	Accepted Date (T3)	Referring Provider	Elapsed Time/Time To Target (days)	Approx Wait Time
eConsult RFS-AAB-067500	08-Apr-2024	Request Additional Information Missing information	Shoulder issue		Orthopaedic Surgery - Provincial		Receiving Provider I				36 / 31	5 Calendar Days
Referral RFS-AAB-067659	25-Apr-2024	Clerical Triage In Progress	Bladder stone		Calgary FAST Urology CAT						19 / -71	90 Calendar Days
Referral RFS-AAB-067640	25-Apr-2024	Clerical Triage In Progress	Hematuria gross		Kaye Edmonton Clinic - Dianne and Irving Kipnes Urology Centre						19 / 5	14 Calendar Days

The workflow is available as soon as the eConsult is opened making it easy to action an eConsult without logging into Netcare.



To protect patient records, Netcare will display the following warning if you navigate away from the patient accessed via Connect Care: **“You have navigated away from the patient currently open in your EMR. Click Return to the patient opened in your EMR”**. To clear the warning, click [Return to the patient opened in your EMR](#) or click [Search for a Patient](#) to find the patient and return to their EMR.



RISKS

- If you choose not to return to your EMR there is a risk of losing information entered in Netcare.
- Opening another patient in Netcare with the original patient open in Connect Care creates an opportunity for error. Close your Netcare session when you are finished working on the patient before accessing another patient in Connect Care and launching Netcare.