

## Receiving Provider Notifications

eReferral Provider Notifications allows users 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.

## Registering to Receive Notifications

- 1 Click on *My Details* from the *Clinical Portal Menu*.
- 2 Scroll to the section titled *Users*. Beside *Notification email address*, enter your preferred email address.

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

Note: The AHS IAM email field is automatically populated with your email address. This email field is not editable and pulls your email address from the Alberta Health Services (AHS) IAM database. To change this email address, log into IAM at [iam.albertahealthservices.ca/uaa/login](http://iam.albertahealthservices.ca/uaa/login)

Users

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

IAM email address

- 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.

## Auto-Subscribe Notifications

Below is a list of notifications that all *Receiving Provider* or *Receiving Provider on Behalf Of* users will automatically receive when activity occurs on an eConsult (previously called Advice Request) or Referral (previously called Consult):

Default Notifications	When will email be sent?
eReferral Receiver - eConsult: Action Required	Notify Immediately by Email
eReferral Receiver - eConsult: Clinical Triage in Progress	Notify Immediately by Email
eReferral Receiver - eConsult: Service Provider Set	Notify Overnight in Daily Summary Email
eReferral Receiver - Referral: Clerical Triage in Progress	Notify Overnight in Daily Summary Email
eReferral Receiver - Referral: Waiting for Clinical Triage	Notify Overnight in Daily Summary Email
eReferral Receiver - Referral: Action Required	Notify Immediately by Email
eReferral Receiver - Referral: Redirected	Notify Overnight in Daily Summary Email
eReferral Receiver - Referral: Service Provider Set	Notify Overnight in Daily Summary Email

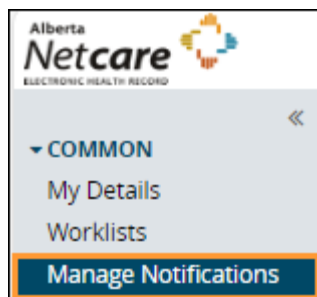
TIP

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

## Managing Notification Subscriptions

Users are able to customize their notifications and method of delivery:

- 1 Click *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 [My General Subscriptions](#), click [Change](#) and select the desired method of delivery. Click [Accept](#) to save your changes or [Use My Defaults](#) to select the default delivery settings.

**NOTE:** While users are auto-subscribed by default to eight 'Receiver' notifications, there are other notifications that are also available.

- 5 To unsubscribe to a specific Provider Notification, click to remove the checkmark in front of the unwanted notification.
- 6 To unsubscribe to ALL Provider Notifications, click the box in front of [Notification](#) in the header until all boxes below are unchecked.

- 7 Scroll to the bottom of the page and click [Save](#).

## Notification Emails

As a *Receiving Provider* or *Receiving Provider on Behalf Of* user, you will receive emails notifying you that activity has occurred on an eConsult (Advice) or Referral (Consult) that has been submitted. Below is a sample of an email sent immediately after activity occurs:

The consult request, on which you are recorded as the assigned Receiver, has had a recent event occur of 'Consult: Appointment Missed'.

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

- To view this referral,
1. Log into Alberta Netcare Portal.
  2. Navigate to your Alberta Netcare Portal > eReferral > 'My Assigned 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 Assigned Referrals](#) dashboard.

- 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 an 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 assigned Receiver
  - [20 occurrences] Consult: Service Provider Set (check your 'Triage' worklist)
  - [10 occurrences] Advice: Clinical Triage in Progress
  - [10 occurrences] Consult: Waiting for Clerical Triage (check your 'Triage' worklist)
  - [6 occurrences] Advice: Completed (check your 'Completed/Cancelled/Declined' worklist)
  - [5 occurrences] Advice: Waiting for Clinical Triage (check your 'Triage' worklist)
  - [6 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> 'My Assigned Referrals' dashboard.

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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 eConsult or a Referral in the day, you will not receive any Provider Notification emails.