

Triage User 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 Provider Notification emails.

NOTE: Provider Notifications are sent to the email entered in your *My Details* based on the system's default settings.

Subscribe for Email Notification

- 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 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

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.

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 take effect.

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.

Auto-Subscribed Notifications for Triage Users

Below is a list of notifications that all *Triage* 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 Triage - eConsult: Action Required	Notify Overnight in Daily Summary Email
eReferral Triage - eConsult: Waiting for Clinical Triage	Notify Overnight in Daily Summary Email
eReferral Triage - eConsult: Service Provider Set	Notify Overnight in Daily Summary Email
eReferral Triage - Referral: Clerical Triage in Progress	Notify Overnight in Daily Summary Email
eReferral Triage - Referral: Waiting for Clinical Triage	Notify Overnight in Daily Summary Email
eReferral Triage - Referral: Action Required	Notify Overnight in Daily Summary Email
eReferral Triage - Referral: Completed	Notify Overnight in Daily Summary Email
eReferral Triage – Referral: New Request	Notify Overnight in Daily Summary Email

TIP

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

Manage Notification Subscriptions

Users can customize their notifications and method of delivery:

- 1 Click on **Manage Notifications** below the **Common** folder 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 8 'Triage' notifications, there are other notifications that can be subscribed to.

- 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 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 activity has occurred on an eConsult or Referral. Below is a sample 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
 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 > '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.

Triage Referrals

Requests	Total	Referrals	eConsults
Drafts	0	0	0
Undelivered	0	0	0
Action Required ⚠	23	16	7
New Requests	1	1	-
Redirected	18	17	1
Triage	70	45	25
Waiting for Response	8	6	2
Waiting for Appointment/Waitlisted	14	14	-
Deferred	1	1	-
Scheduled	12	12	-
Completed/Cancelled/Declined	37	28	9

Referral ID

Search Reset

Enter the Referral Id from your email notification and click 'Search'.

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.

Below is a sample email sent overnight as a daily summary:

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 eConsult (Advice) or Referral (Consult) during the day, you will not receive any Provider Notification emails.