

### Provider Notifications: How to Manage My Notifications as a Triage User

### **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	Training@test.com
email address	

Note: The AHS IAM email field is automatically populated with your email address. This email field is <u>not</u> 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.



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:	Notify Overnight in Daily		
Action Required	Summary Email		
eReferral Triage - eConsult:	Notify Overnight in Daily		
Waiting for Clinical Triage	Summary Email		
eReferral Triage - eConsult:	Notify Overnight in Daily		
Service Provider Set	Summary Email		
eReferral Triage - Referral:	Notify Overnight in Daily		
Clerical Triage in Progress	Summary Email		
eReferral Triage - Referral:	Notify Overnight in Daily		
Waiting for Clinical Triage	Summary Email		
eReferral Triage - Referral:	Notify Overnight in Daily		
Action Required	Summary Email		
eReferral Triage - Referral:	Notify Overnight in Daily		
Completed	Summary Email		
eReferral Triage – Referral: New	Notify Overnight in Daily		
Request	Summary Email		

TIP

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



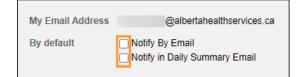
### **Manage Notification Subscriptions**

Users can customize their notifications and method of delivery:

1 Click on *Manage Notifications* below the *Common* folder from the *Clinical Portal Menu*.

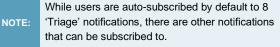


- 2 Confirm that your email is correct. If you need to update your email address, go to *My Details*.
- 3 Choose your *Default Delivery Method*.



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.





- **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.

### General Subscriptions

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.

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

#### Click Search and the specific referral will display. 2

Referral ID is only available on emails sent as 'Notify NOTE: 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.

To access Alberta Netcare Portal: - Remote site using a fob https://access.albertanetcare.ca

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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.