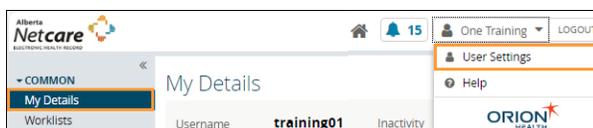


Updating your Details

If you have access to the **eReferral** menu and the **My Referrals** dashboard from the **Clinical Portal Menu**, you can create/submit Referrals (previously called Consults) and eConsults (previously called Advice Requests). Before you submit a Referral or an eConsult, your provider information must be completed in your **My Details**.

Getting Started

- 1 To access the **My Details** page, login to Alberta Netcare and select **My Details** from the **Clinical Portal Menu** or **User Settings** below your user ID in the top right corner.



- 2 Scroll to the section titled **Users**. Besides the **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

As a user who has permission to use eReferral, you fall into one of these two categories:

- Referring Provider Referrals
- Referring Provider Referrals on Behalf Of

Steps for Referring Providers

If you are the referring provider submitting referrals directly, you must complete the **Referring Provider Referrals** section in **My Details**.

- 1 Click the magnifying glass  next to **Referring Provider** to access the **Provincial Provider Registry** (PPR) search.
- 2 Enter your **First Name** and **Last Name** (as per your college registration), then click **Search**. The search will return selections that include **Name**, **Provider Type**, **City**, and **Status**.

- 3 Select your name to populate the **Referring Provider** field.
- 4 Complete the remaining fields: **Phone Number**, **Fax Number**, **Address Line 1**, **Address Line 2**, **City**, **Postal Code**, **Province**.

Referring Provider Referrals

This section must be completed to submit, manage and receive notifications for eReferral.

Referring Provider  Dr.

Phone Number

Fax Number

Address Line 1

Address Line 2

City

Postal Code

Province

NOTE: The values entered into these fields are not validated against the Provincial Provider Registry (PPR).

- 5 Click **Update Preferences** to validate your updates at the bottom of the page.

Steps for Referring Provider Submitting on Behalf of Updating My Details

If you are a referring provider creating and submitting referrals on behalf of another provider, you must complete the following steps in *My Details*:

- 1 Select **Yes** next to the *Use On Behalf Of* section.

Use On Behalf Of **Yes** No

Referring Provider On Behalf Of **Referring Provider On Behalf Of**

Referring Provider **+ Add**

Phone Number 1

Fax Number 1

Address Line 1 1

Address Line 2 1

City 1

- 2 Add one or more providers you will create referrals on behalf of by clicking **Add** next to *Referring Provider*. This will bring up the *Provincial Provider Registry* (PPR) search.
- 3 To complete this section, follow steps 2-5 on page 1 under this document's Referring Provider Referral section.

Steps for Referring Provider Referrals on Behalf Of

If you will be creating and submitting referrals on behalf of another referring provider, you must complete the *Referring Provider Referrals on Behalf Of* section.

- 1 Click on the **Add** button next to *Referring Provider* to bring up the *Provincial Provider Registry* (PPR) search.
- 2 Enter **First Name** and **Last Name** of the provider (as per their college registration) then click **Search**. The search will return selections that include: **Name**, **Provider Type**, **City**, and **Status**.
- 3 Select one of the returned selections, and this information will populate the *Referring Provider* field.

- 4 Complete the remaining fields: **Phone Number**, **Fax Number**, **Address Line 1**, **Address Line 2**, **City**, **Postal Code**, **Province**.

NOTE: The values entered into these fields are not validated against the Provincial Provider Registry (PPR).

REMINDER Repeat step 4 manually for each referring on behalf of provider if the clinic demographics are different from the previously entered provider.

- 5 Add more referring providers to your *My Details* as you did in the above steps 1-3 if you will be referring on behalf of multiple providers.

NOTE: The first provider you enter will be the default when you create a Referral or eConsult.

- 6 At the bottom of the page click **Update Preferences** to validate your updates.

Show Recently Updated Referrals

The *Show Recently Updated referrals for* field is located on the right section of the screen. This dropdown field determines the length of time that a newly created or updated referral will appear on the *Recently Updated* worklist on the *My Referrals* dashboard.

- 1 Choose one of the values.

Referring Provider Referrals

This section must be completed to submit, manage and receive notifications for eReferral.

Referring Provider

Phone Number

Fax Number

Address Line 1

Address Line 2

City

Postal Code

Province

Show Recently Updated referrals for

- 2 At the bottom of the page, click **Update Preferences** to validate your updates.