Community Information Integration
Health Data Elements

Patient Information

Data Always Sent ***	Data sent, but not visible in Netcare	Demographics and dates always sent

Patient Information

Provider Information

Data Always Sent ***	Data sent, but not visible in Netcare	Demographics and dates always sent

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Community Information Integration (CII)

Lab Forms

Referral Management

Diagnostic Imaging

Data Always Sent ***	Data sent, but not visible in Netcare	Demographics and dates always sent

Sample Community Encounter Digest (CED)

Alberta Health

Community Encounter Digest

Listing Encounters Submitted between 2021-May-18 and 2022-May-18

Person: **PUBLIC**, John Q	PHN/ULI: 202220210 :AB	DOB: 1943-Dec-15	Gender: M

COMMUNITY ENCOUNTERS

Encounter Date	Service Delivery Location	Provider Name	Provider Role, Expertise	Patient Reason for Encounter	Clinician Encounter Clinical Assessment
2022-May-18	Calgary Medical Clinic	James King	Physician, General Practice		Pulmonary embolism (415.19AD)
2022-Mar-12	Westmont Medical Clinic	Adam Douglas	Physician, General Practice	Review Results – review recent	Recurrent pulmonary embolism (415.19AD)
2022-Jan-09	Westmont Medical Clinic	Zack Wade	Physician, General Practice	Gout	
2021-Dec-05	Westmont Medical Clinic	Adam Douglas	Physician, General Practice	Asthma – Follow up – F/C spec	Obstructive sleep apnea (327.23D)
2021-Sep-26	Calgary Medical Clinic	James King	Physician, General Practice	Wheezing – cough, chest congestion	Gout (274.9H)
2021-Aug-29	Calgary Medical Clinic	James King	Physician, General Practice	Medication Management	Drug (786.9H)
2021-Jul-15	Westmont Medical Clinic	Adam Douglas	Physician, General Practice	Review results – lab results	
2021-Jul-08	Westmont Medical Clinic	Adam Douglas	Physician, General Practice	Medication Management	Pedal Edema (782.3BN)

* Encounters collected from participating clinics over the past 12 months; it may not represent all encounters for the patient.

HEALTH CONCERN HISTORY

Encounter Date	Health Concern	Provider Name	Source
2022-Jan-09	Gout	Zack Wade	South Calgary Medical Clinic
2021-Dec-05	Obstructive sleep apnea	Adam Douglas	Westmont Medical Clinic
2021-Jul-15	Pulmonary Embolism (Resolved)	Adam Douglas	Westmont Medical Clinic
2021-Jun-08	Anticoagulation Monitoring, INR Range 2-3 (Resolved)	Adam Douglas	Westmont Medical Clinic

* Health concerns collected from participating clinics; it may not represent all health concerns for the patient.

POSSIBLE ALLERGY

Encounter Date	Possible Allergy / Intolerance Agent	Provider Name	Source
2021-Jun-08	Celebrex	Adam Douglas	Westmont Medical Clinic

* Allergy information collected from participating clinics; it may not represent all allergies for the patient.

MEASURED OBSERVATIONS

Encounter Date	Systolic BP	Diastolic BP	Height	Weight	Oxygen Saturation	Pulse	Head Circumference	Source
2022-Jan-09	110	64						Westmont Medical Clinic
2021-Dec-05	110	64	1.81 cm	142.8 kg		151 bpm		Westmont Medical Clinic

This document lists the patient's encounter information from participating clinics. It does not represent the patient's medical history or summary. Provider must verify the accuracy and completeness of this patient's information prior to treatment decisions.

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Alberta Health

Community Encounter Digest

Listing Encounters Submitted between 2021-May-18 and 2022-May-18

Person: **PUBLIC, John Q**   PHN/ULI: 202220210 :AB   DOB: 1943-Dec-15   Gender: M

2021-Sep-26	125	84							Calgary Medical Clinic
2021-Aug-29	113	73	1.81 cm	315 lb		168 bpm			Calgary Medical Clinic

* Measured observations collected from participating clinics; it may not represent all measurement observations for the patient.

IMMUNIZATIONS

Date Vaccine Administered	Vaccine Administered	Vaccine Administered Lot Number
2022-Apr-22	Flu HINI	122345

* Immunization information collected from participating clinics; it may not represent all immunizations administered to the patient.

REFERRALS

Referral	Referral Request Date	Referral Occurrence Date	Source
Urology	2021-Sep-27	2022-Feb-11	Calgary Medical Clinic
	2021-Sep-27		Westmont Medical Clinic
Cardiology	2021-Sep-06	2021-Sep-14	Calgary Medical Clinic
Cardiology	2021-Setp-06		Westmont Medical Clinic

* Referral from participating clinics; it may not represent all referrals for the patient.

This document lists the patient's encounter information from participating clinics. It does not represent the patient's medical history or summary. Provider must verify the accuracy and completeness of this patient's information prior to treatment decisions.

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Healthquest Data Elements Matched to a Sample CED

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POSSIBLE ALLERGY

Encounter Date	Possible Allergy / Intolerance Agent	Provider Name	Source
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COMMUNITY ENCOUNTERS

Encounter Date	Service Delivery Location	Provider Name	Provider Role, Expertise	Patient Reason for Encounter	Clinician Encounter Clinical Assessment
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2021-Jul-08	Westmont Medical Clinic	Adam Douglas	Physician, General Practice	Medication Management	Pedal Edema (782.3BN)

* Encounters collected from participating clinics over the past 12 months; it may not represent all encounters for the patient.

Healthquest Data Elements Definitions

Data Always Sent***

Data Always Sent***

During the initial CII setup, Microquest will configure these fields in your most frequently used templates.

However, if a clinic indicates that they do not use one of these fields for their intended purpose with CII, Microquest will not map the field, and any data entered will not be displayed in the CED in Netcare.

Sent an encounter to CED and want to remove it or mark it as confidential?

If the encounter has already been uploaded to the CED that evening, and decide it isn't something that should be there, mark the encounter as confidential, or change the appointment status to 'Left Clinic' (something other than 'Done'), this will pull the encounter off the CED.

What is the Community Information Integration (CII) Project?

Access to comprehensive and up-to-date patient information is vital to the proper coordination of care for your patients.

CII is designed to provide all healthcare providers in Alberta access to comprehensive and up-to-date patient information through Alberta Netcare.

Using CII with Healthquest, patient information from participating clinics will be automatically uploaded every night, in a secure transmission, to Alberta Netcare.

By participating in the CII project, clinics will have the opportunity to close the patient information gap in Netcare, improving the coordination of care for all Albertans.

What Information is Collected by CII?

CII will collect patient identifying information, provider identifying information, and other data elements captured during a patient encounter, such as: height, weight, and reason for visit.

This information will be collected and displayed in Alberta Netcare in one of two ways:
- **Community Encounter Digest (CED) reports**, which will offer a snapshot of patient care over the past 12 months
- **Specialist Consult reports**, which will outline an assessment and recommended treatment plan for a patient, in PDF format.

What Does a CED Look Like?

The CED report will summarize the care a patient has received over the past year.

The CED report will include data elements on:
- **Service Providers** (Name, Identifier, Role, Expertise)
- **Service Delivery Location** (Name, Identifier, Type of Services, Postal Code)
- **Encounters** (Date, Reason for Visit, Clinical Assessment)
- **Observations** (Problems, Allergies, Blood Pressure, Height, Weight, Pulse, Oxygen Saturation, Head Circumference
- **Interventions and Treatment** (Intervention / Treatment, Date)
- **Referral Requests** (Service Requested, Date)
- **Immunizations** (Vaccine Administered, Date, Lot Number)

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Do Clinics Need to Revise Their EMR PIA to Participate in the CII Project?

Alberta Health has written a PIA that will cover changes made to clinic EMR systems to accommodate disclosure of health information to CII. A synopsis of the Alberta Health PIA will be provided to custodians along with an endorsement letter that states that the custodian has been made aware of the changes to his/her EMR in support of the data extraction process.

The endorsement letter indicates to the Office of Information and Privacy Commissioner that the physician/custodian's EMR and the PIA covering it are amended and that the Alberta Health PIA reflects these changes and the security measures taken to protect health information as a result of the changes. The clinic is required to ensure all other privacy and security documentation is up to date. The CII implementation team will work with clinics to confirm documentation.

What Privacy and Security Protections are in Place for the Data Being Shared?

Data is being transferred from the EMR vendor's hosting site to the Alberta Health data center via a dedicated web service that uses strong encryption. Data from the Albert Health data center goes to Alberta Netcare clinical repositories and to Alberta Health analytic environment through a virtual private network (VPN) that uses strong encryption.

The Alberta Health data center meets high standards of data security with firewalls, intrusion detection, anti-malware systems and redundancy of power supply and hardware to ensure high availability and data integrity.

How are Patients' Expressed Wishes Honored?

Healthquest has several options for masking confidential patient information. Any information marked as confidential in Healthquest will also be marked as confidential in Netcare and will not be included in the CED report.

Mask Patient Address
Only the address details for the patient will be masked

Mark Chart Notes as Confidential
Observation details in the patient encounter will be masked

Mark Client as Confidential
All information for this patient at the clinic is masked

Mark Chart as Physicians Only
All information for this patient at the clinic is masked

Within Healthquest, sending letters to Netcare, or removing previously sent letters from Netcare, can be done with the click of a single button.

How Do I Send a Letter to Netcare?

1. From the Client Letters window in Healthquest, select the letter you wish to send to Netcare.
2. Click the Send to Netcare button

The selected letter will be sent to Netcare that evening.
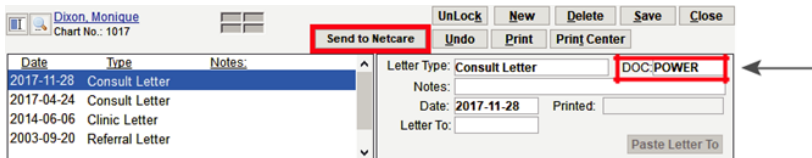
NOTE: Letters must be linked to a doctor.

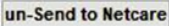Letters not linked to a doctor will not send to Netcare

Notes:

Letters will use the date of the letter itself – not the appointment date – if there is more than 7 days difference between the two dates.

Healthquest does not have the ability to select an attachment and add it to the consult report. However, you can go to other areas of the patient's chart to copy information and paste it when composing the consult letter.

Letters transcribed outside of EMR as a Word document: create a letter in the patient's chart, import the Word document (confirm letter is formatted correctly), save. Consult flows as above to Netcare.
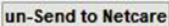
Letters transcribed outside of EMR as a PDF document: Copy the text and then paste it into another program such as the letter module in Healthquest (confirm letter is formatted correctly), save. Consult flows as above to Netcare.

I clicked 'Send to Netcare.' How Do I Stop the Letter from Sending to Netcare?

1.   From the Client Letters window in Healthquest, select the letter you wish to stop from sending.
2.   Click the **un-Send to Netcare** button   un-Send to Netcare

The selected letter will not be sent to Netcare that evening

My Letter Has Already Been Sent. How Do I Remove it from Netcare?

1.   From the Client Letters window in Healthquest, select the letter you wish to remove from Netcare.
2.   Click the **un-Send to Netcare** button   un-Send to Netcare

The selected letter will be removed from Netcare and replaced with a Cancelled Specialty Consult Report:

Cancelled Specialty Consult Report

The consult report associated with this patient has been retracted from the patient's record by the data source. The data source may have sent a cancellation to Netcare for a number of reasons including:

- The consult report may no longer be applicable to this patient
- A technical issue with the record was encountered at the source

In the event a copy of the original report is required
Contact eHealth Support Services
Phone: 1-855-649-8649 or email: ehealthsupport@cgi.com

Sending operative reports to Netcare

Create a new letter, select the letter type 'Operative Report' (or the letter type used strictly for operative reports).

A new drop-down will become visible called the report title.
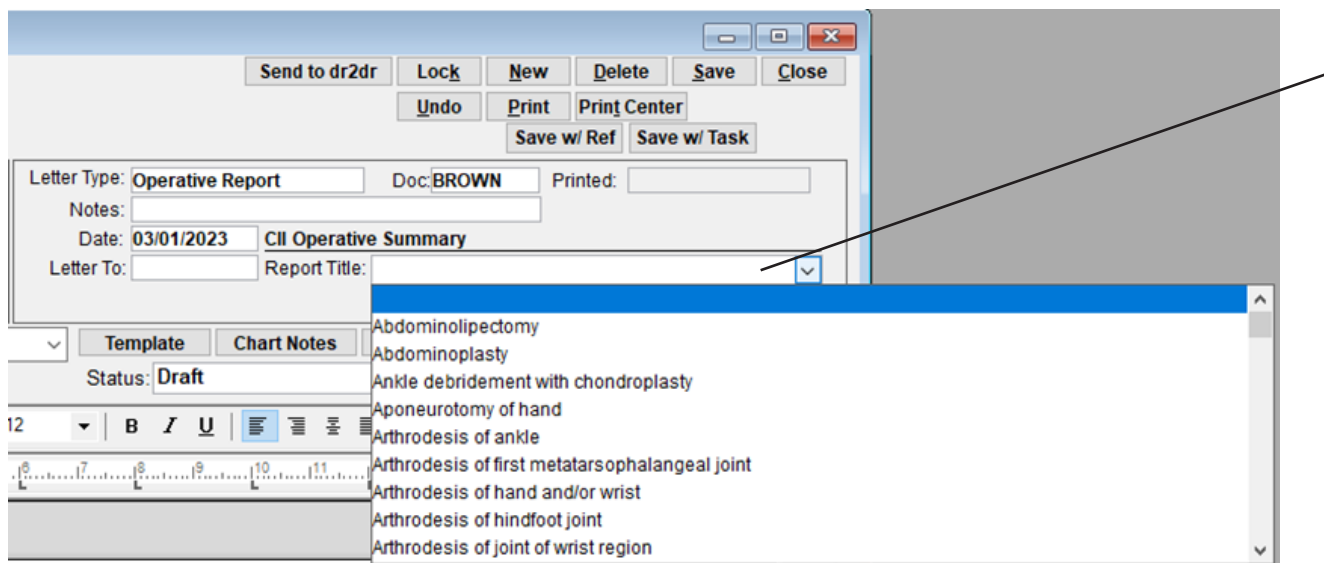
For this report to flow to the correct Netcare location, there **MUST** be a selection made.

As the report is ready to go up to Netcare, click the save button, then click 'Send to Netcare'.

This report can now be found on Netcare under the 'operative summary' tab on a patient's records

For linking Pulmonary Function Diagnostic testing to Netcare, click Admin > Index files for Netcare.
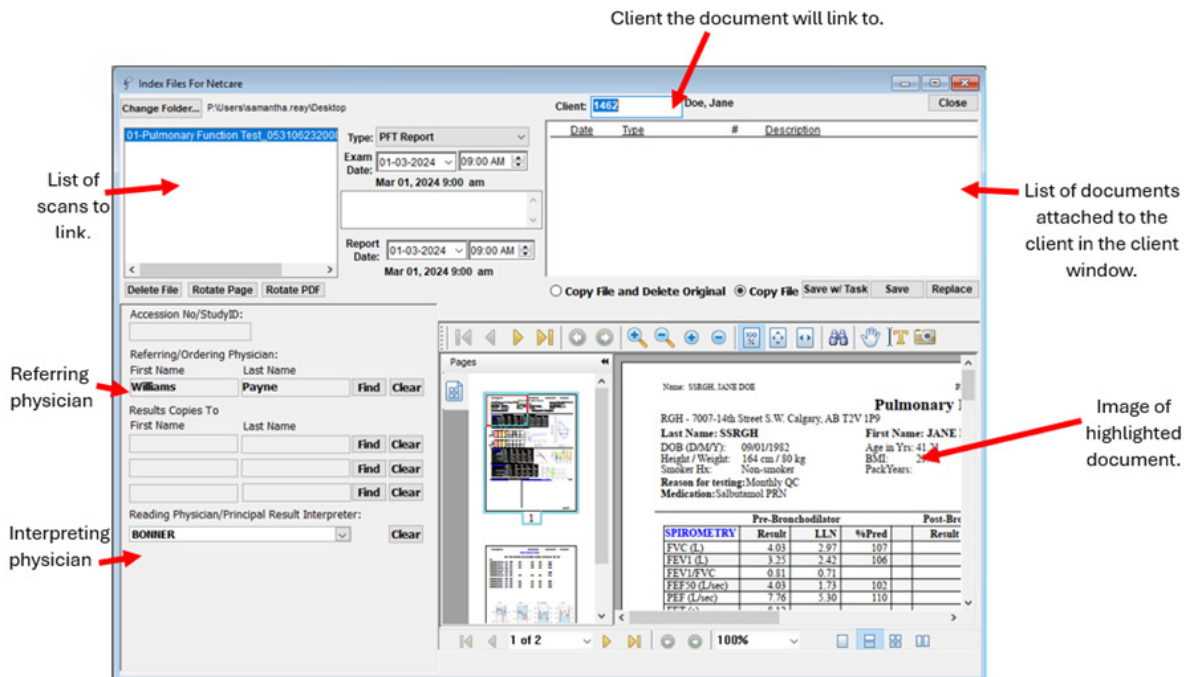
1. Review the document to find the patient it belongs to.
   a. Search for the patient in the client lookup field or select new client to create a new patient.
2. Decide what the scan type should be, select from the drop-down.
   a. This will be limited to the scan types selected specifically for netcare uploading for PFDs.
3. Enter the date and time of the completed test result.
4. Type the description if you need further labeling.
5. Select the option to copy the file to the chart and delete it from this file location.
6. **Select the reading physician from the drop-down menu to the left of the image.**
7. **Click find to search for the referring doctor who requested this test.**
   a. Search their name and click OK.
8. Select the applicable save, merge, or handout button.
   a. Save w/ Task – saves the document in the scanned documents, as well as opens the work lists for that patient to attach the document to, or to start a new work list.
   b. Save – saves the document in the scanned documents and the assigned scans list if set to review by.

Once the document has been saved to the patient's chart, it will also appear on Netcare the following day based on the labeling to the left of the image shown above.

*Note, the steps in Bold are key for the upload of the report to Netcare.

Within the client card scans window there will be an info button visible, this will show the reading/interpreting physician as well as the ordering physician.
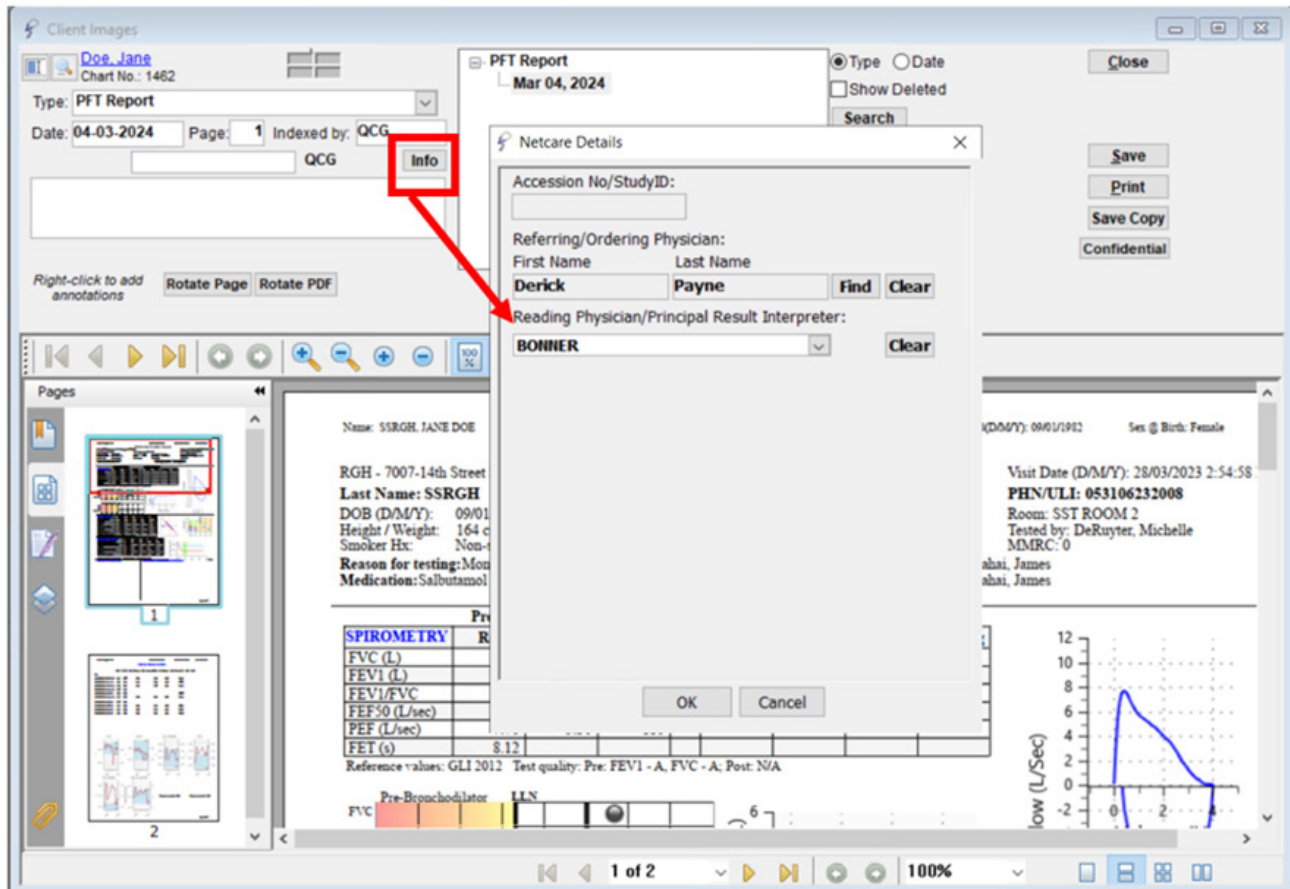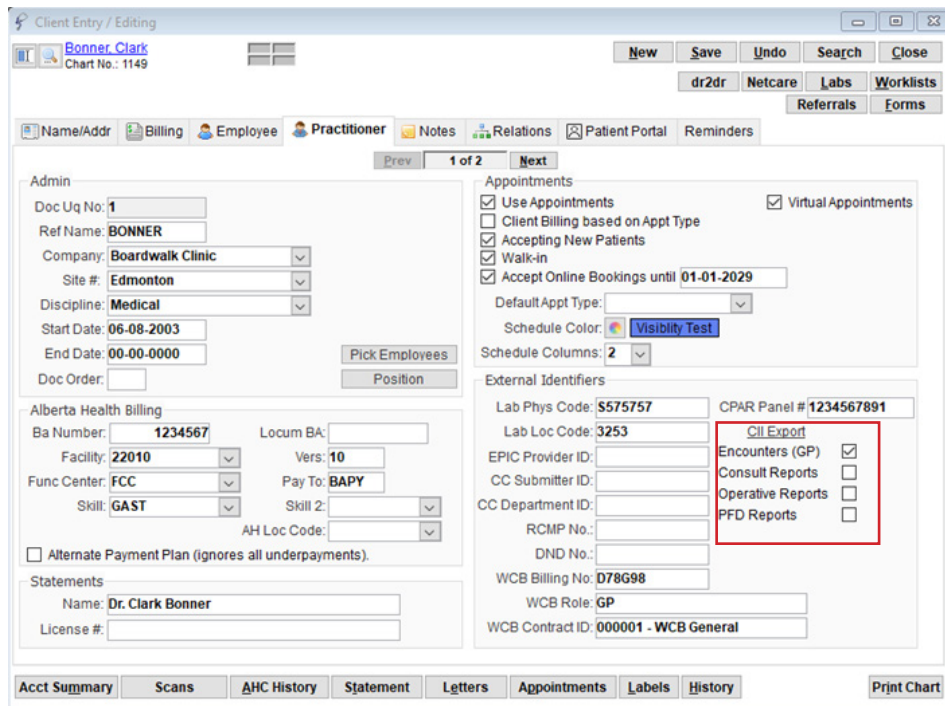

If the scan type used in this process was existing one, it will not impact previous reports on patient charts, they will not be sent retroactively to Netcare.

Create a new letter, select the letter type 'Operative Report' (or the letter type used strictly for operative reports).

How Do I Configure the Doctor Card for CII?

1. Open the practitioner's Client Card
2. Select the Practitioner tab
3. Select the type of data that will be uploaded from the CII Export menu:
- Encounters (GP): all selected data elements will be sent to Netcare
- Consult Reports: consult reports may be selected to submit to Netcare
- Operative Reports: operative reports may be selected to submit to Netcare
- PFD: pulmonary function diagnostic tests may be selected to submit to Netcare

NOTE: For any future practitioner added to Healthquest, you must properly set the CII Export to ensure their selected data is sent to Netcare.

Physician Client Card Set Up for CPAR

An EMR user will require clinic EMR Administrative Access status to access and edit a physician client card. If the CPAR Access Administrator or the Panel Administrator does not have this status, speak to your clinic EMR System Administrator.
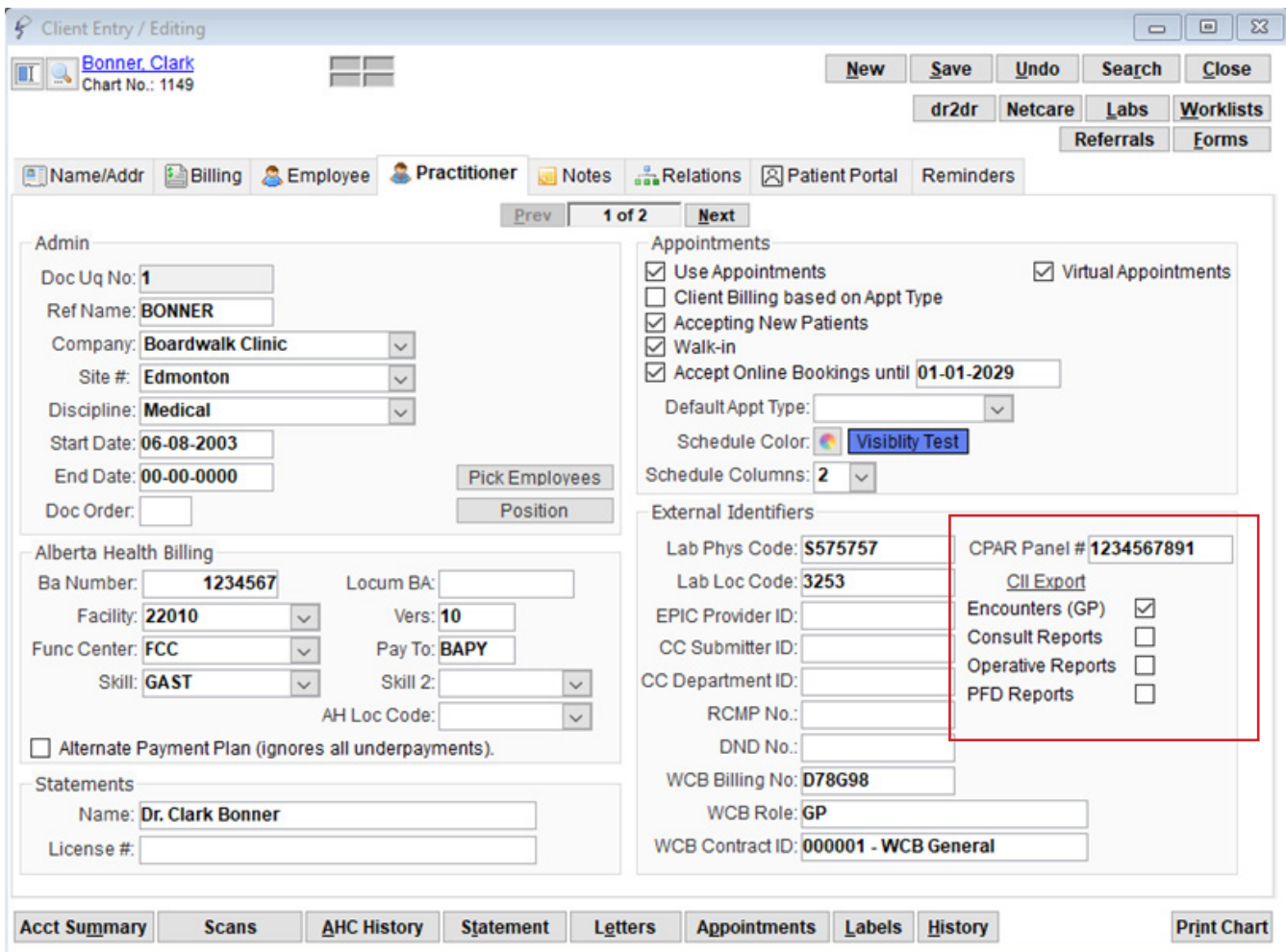
During the registration process the CPAR Access Administrator will have received the CPAR panel number for each physician or nurse practitioner participating in CPAR. There is a designated place in the physician client card where this number must be placed called the CPAR Panel #.

Physician Client Card Set Up for CPAR

Please add the CPAR panel # to the physician's client card to authorize the CPAR panel export.

This activity must be repeated on the client card for each physician participating in CII/CPAR.
Note: For any future practitioner added in your Healthquest EMR and registering for CII/CPAR, you must properly set the CII/CPAR Export to ensure their selected data is sent to Alberta Netcare.

![healthquest logo] **Using Healthquest for the Central Patient Attachment Registry**

Client Card

The data from the client card that is included in CPAR includes:

- Name (Last, Middle, First)
- PHN (CPAR retrieves the number and the recovery province)
- Gender
- Date of Birth
- Verified Date
- Last Visit Date (this is pulled from appointments)

Data elements that will cause a patient to be excluded from the CPAR report and not uploaded to the registry are any ONE of the following:

- Default Doc is blank
- End Dated
- End Date reason (any of the drop downs)
- Not Verified
- No visit dates
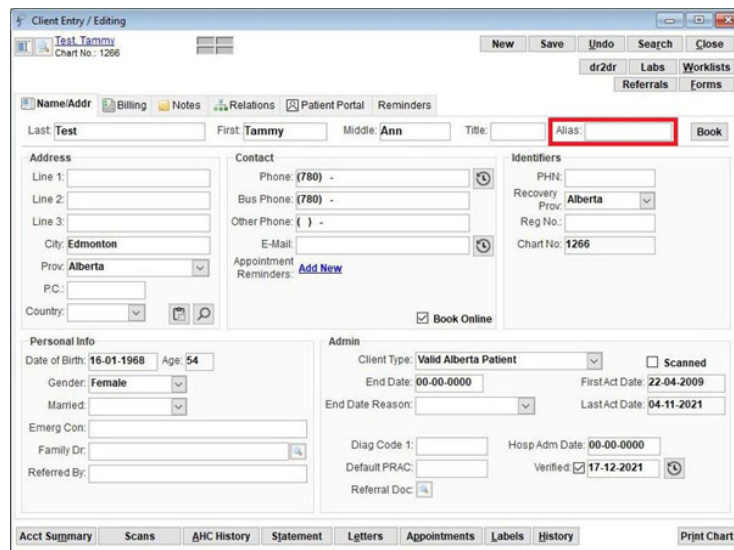
Use of Special Characters in the Name Field

Characters in the name field that will be accepted by CPAR include alphabet, space, period, apostrophe, brackets, and hyphen. There is also a 12-character limit in the name field due to Netcare requirements.

Examples of names that would cause a submission error from a Healthquest clinic include:

First Name	Correction	Action
Katherine (Kate)	Katherine	Use Maiden/Alias field
Robert "Bob"	Robert 'Bob'	
Robert *Bob	Robert 'Bob'	

Alternate field for a Preferred Name

For clinics that have placed a preferred name in the Name field, an alternative is to use the Maiden/Alias field:


The Maiden/Alias field does not pull to CPAR, but team members would need to make it a new habit to enter the patient preferred name in the Maiden/Alias field.
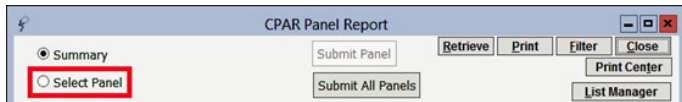
If a clinic has a unique clinic workflow and prints the client card and needs to display the Maiden/Alias field, contact Microquest for support to reconfigure the print.
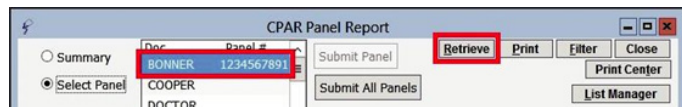
View a CPAR Panel

To view a list of patients that will be uploaded to CPAR, select Reports, Client Lists, and CPAR Reporting:
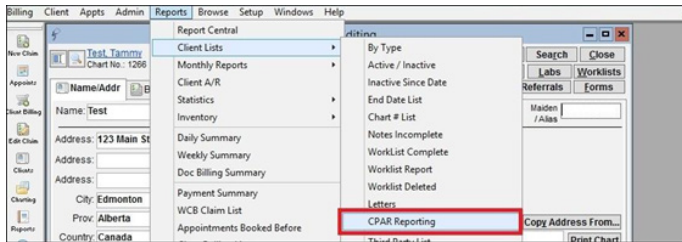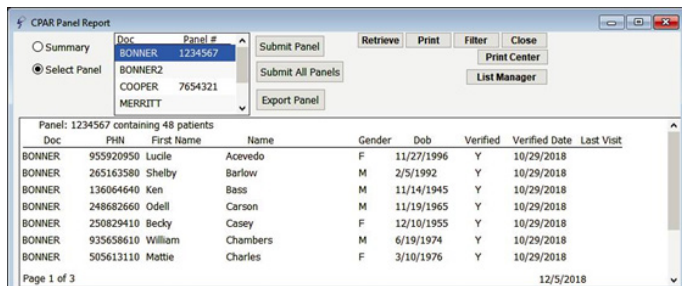

Within the CPAR Panel Report window, click Select Panel:

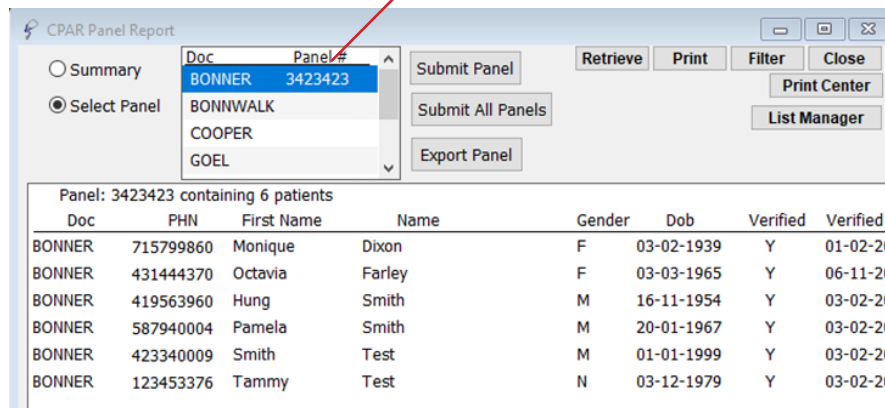Select the applicable provider and click Retrieve:

This will display the selected provider's panel:

NOTE: The above panel list is from a test database and might not match your panel; patients listed in your panel will have a PHN.

Reviewing the Panel List

Physician's panel # appears here

Note: This is a list from a test database. For actual submission, each patient will have a PHN. Each patient must have a last visit date to be accepted by CPAR.

It is an important step to review the panel list and look for:
- Accuracy of paneled patients
- Factors that would cause that patient record to be rejected by CPAR:
    o Patients with special characters in their names
    o Patients without a last visit date
    o Patients with a blank PHN

Make corrections before submission.

The report provides a count of how many patients are on the list. You can print the list, filter, export or send to the Client List Manager.
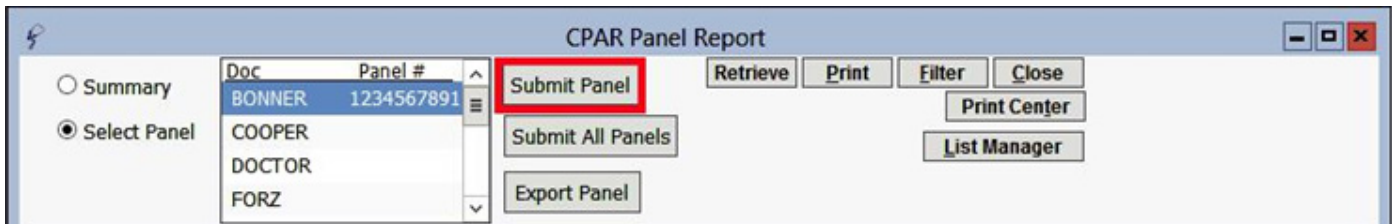
Automatic Panel Submission

It is an important step to review the panel list and look for:

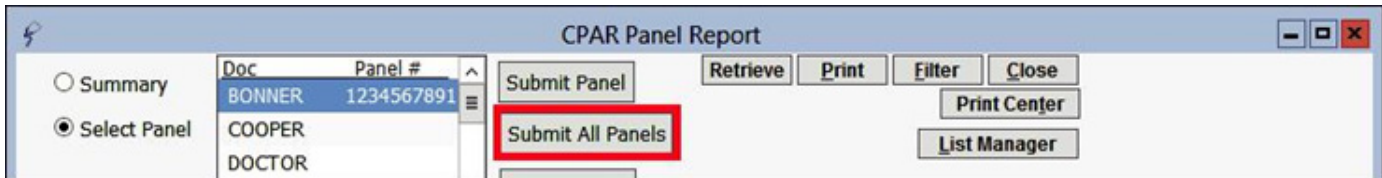Panels are automatically submitted on the 8th of every month.

To send an updated panel after the 8th, use the manual process to submit before the 21st of the month. This will

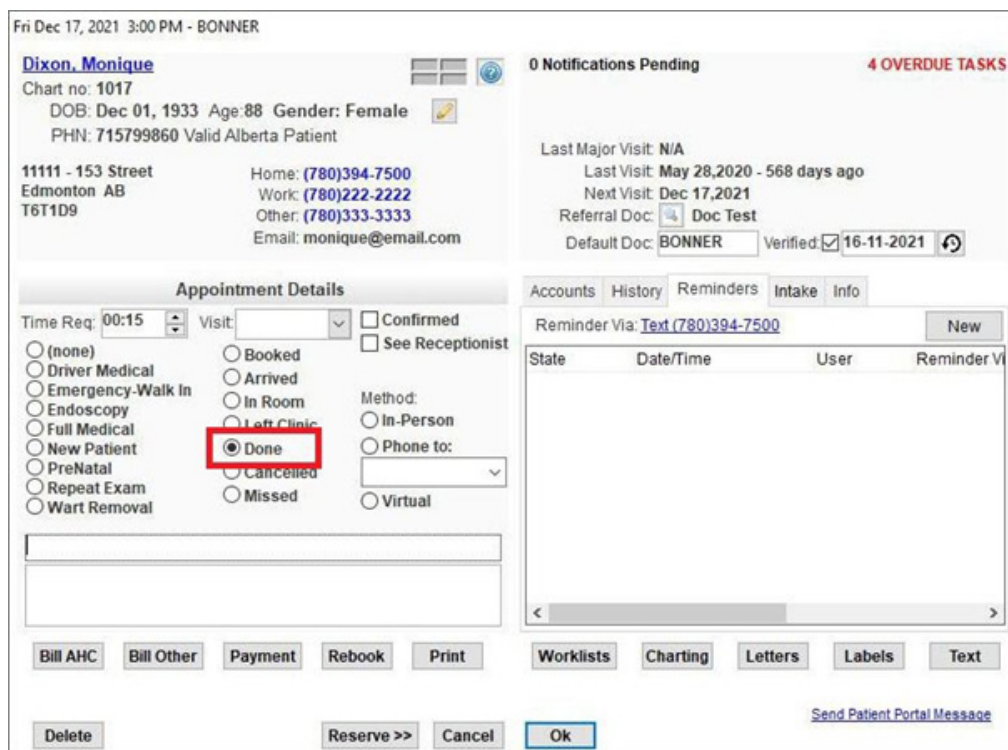## Manual Panel Submission

Click Submit Panel:

If your clinic has multiple reviewed provider panels, a Panel Administrator can submit all the panels to CPAR by clicking Submit All Panels:

After Go-Live

Uploading of mapped data to the Community Encounter Digest

After go-live information flows from the mapped fields in Healthquest to the Community Encounter Digest in Netcare. Once an appointment is marked "Done", information will flow that evening to Netcare.

Checking the Community Encounter Digest (CED)

As early as the day after go-live on CII, data should appear in the CEDs in Netcare of the patients that visited the clinic the day before. Check to ensure that information is going to the CED as expected from your mapping session.

If anything is unexpected, please contact eHealth Support Services Contact Centre at 1-855-643-8649 or eHealthsupportservices@cgi.com

Periodically the provider or a delegate should view CEDs in Netcare of patients that had visits to the clinics for feedback. A tip is to view the CEDs on patients with repeat visits after the go-live date.

eNotifications Overview

eNotifications are automated messages delivered directly into the physician's Electronic Medical Record (EMR), with information about key healthcare events for CPAR paneled patients such as emergency room visits and hospital admissions or discharges.

What can I expect on go-live date?

- All eNotifications for 14 days prior to go live will be sent to EMR. This is a one-time event.
- eNotifications will be sent on a daily schedule thereafter.

Where will eNotifications appear in Healthquest?

- eNotifications appear in the Lab Results tab of a provider's Appointments List.
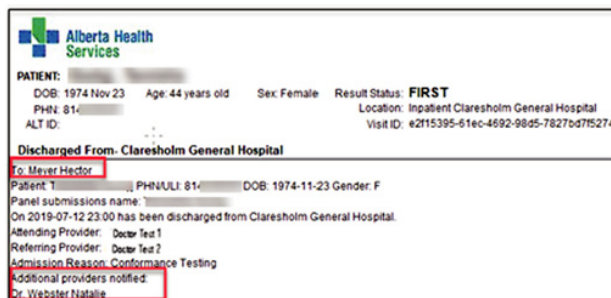- The date displayed is the date the event occurred.
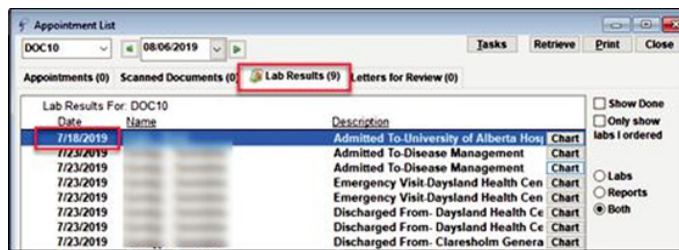
How often are eNotifications delivered?

- Twice daily; 6am and 2pm

What happens if a patient is paneled to more than one provider?

- Both Providers receive the eNotification. This allows providers to coordinate care if necessary.
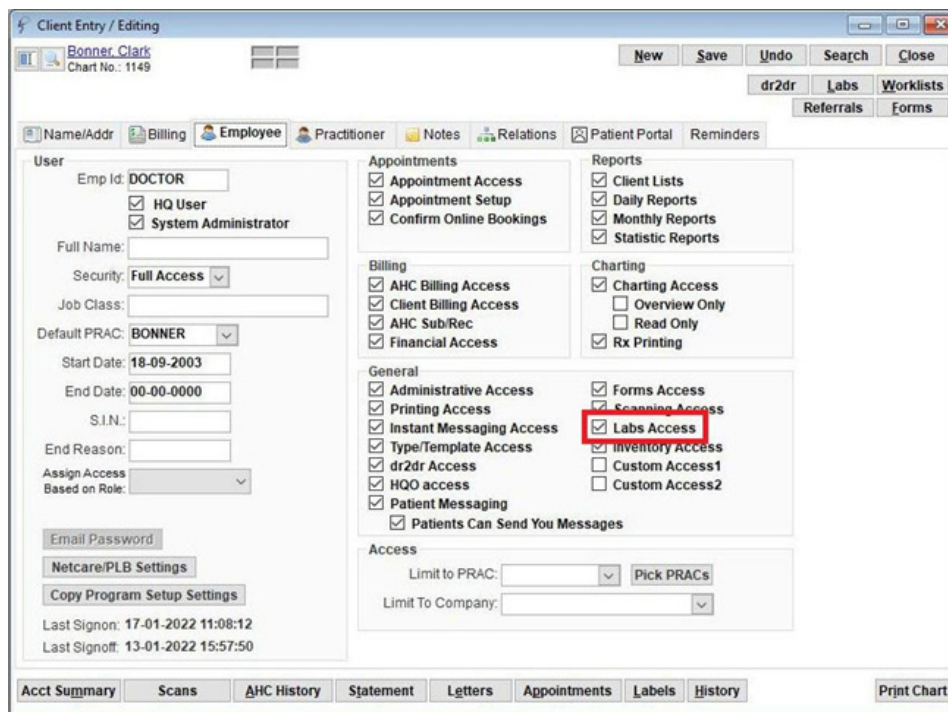
What does a cancelled report look like?

• Cancelled shows in front of the name on the list and on the report

Who can access the Lab/Report tab?

• Anyone who has lab results access.
• If team members have access to lab results on behalf of providers, they will also see eNotificatioN reports.
• To allow access a staff member's client card must be configured to include Lab Access.


Are there special viewing tips for staff workflow?

• Staff members may have to adjust the date range filters to ensure they are able to view eNotifitions after the primary provider has already viewed it.
• Set the date range to the present day and the past day to see all the eNotifications over the past 24 hours. On a Monday a team member may want to set it to the past 3 days
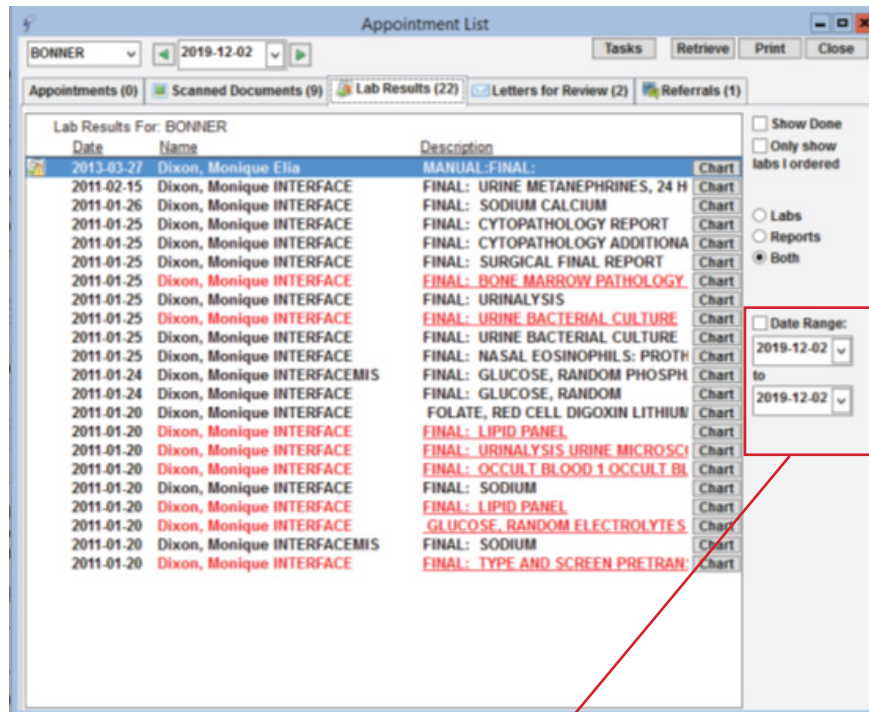
Staff adjust the view of date range

## Where will the report be located after being viewed in the Lab Results tab?

• The report will remain in the patient's chart, under the La/Report tab.

healthquest
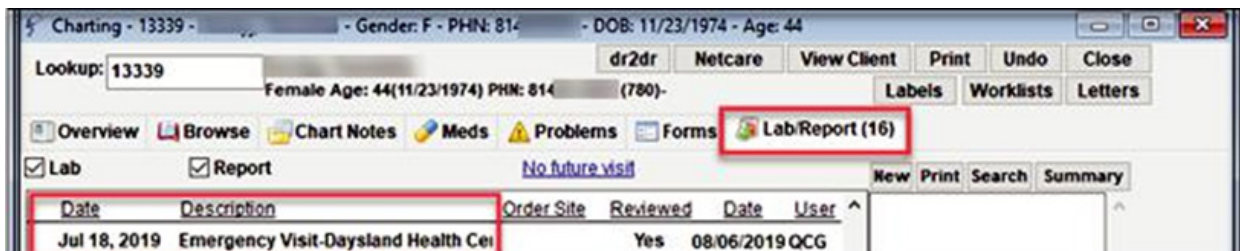
Clinic moving locations and live on CII/CPAR

Update the CII facility ID number in your EMR.

• Use the setup menu to open the program setup window.
• Click the admin option along the left side and select the CII tab on the right.
• Change the facility # field to the new location code.
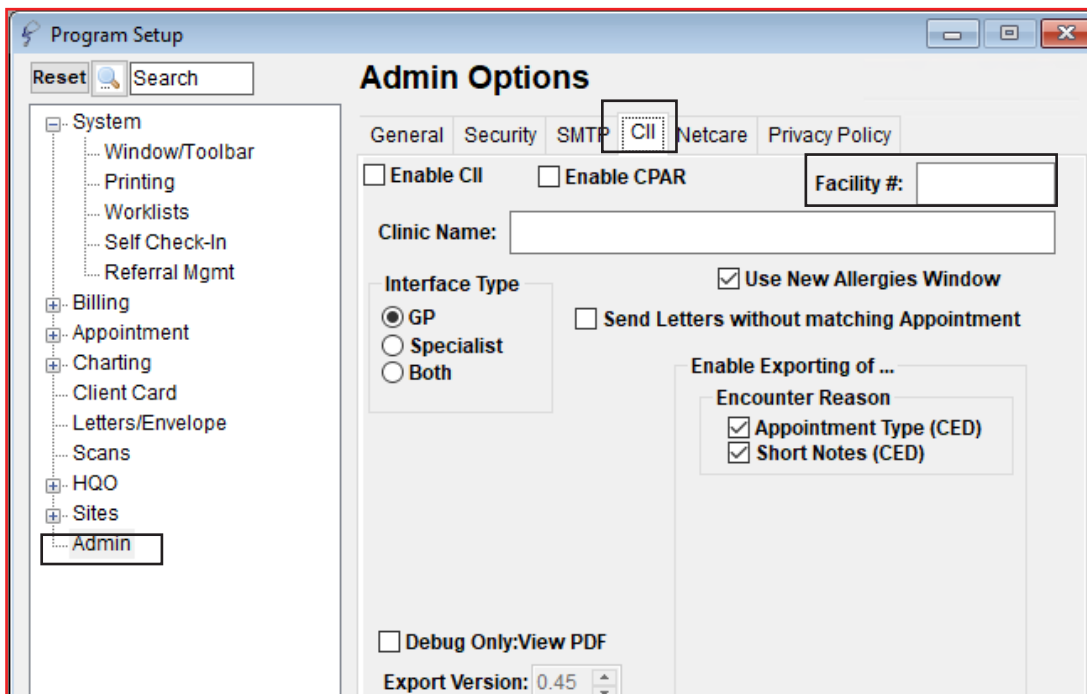
Need help?

Please contact the eHealth Support Services Contact Centre at 1-855-643-8649 or eHealthsupportservices@cgi.com