Primary Healthcare Panel Reports

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MANAGE YOUR PANEL.
IMPROVE PATIENT CARE.

HQCA
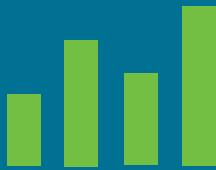Health Quality Council of Alberta

HOW TO REQUEST THE RIGHT REPORT

The table below helps you to navigate the Health Quality Council of Alberta's request process for Primary Healthcare Panel Reports. The request form can be found at request.hqca.ca. If you have any questions about the process, please email primaryhealthcarereports@hqca.ca.

	A physician-initiated request	A delegate-initiated request
PROXY REPORT	Fill out the online request **form** (one time) *The proxy report does NOT need to be requested annually unless information (PCN, email) changes.*	Fill out the online request **form** (annually) **+** Submit the PDF delegate access form with physician signature (annually)
CONFIRMED PATIENT LIST REPORT (for those not participating in CPAR)	Fill out the online request **form** (annually) **+** Submit your panel list (annually) **+** Sign the Information Sharing Agreement (ISA) (one-time) *The Confirmed Patient List report needs to be requested annually.*	Fill out the online request **form** (annually) **+** Submit the PDF delegate access form with physician signature (annually) **+** Ensure physician panel list has been sent to the HQCA (annually) **+** Ensure physician has an ISA with the HQCA on file (one-time)
CONFIRMED PATIENT LIST REPORT (for those participating in CPAR)	Fill out the online physician request **form** (one-time) *CII-CPAR participating physicians do not need to submit a patient panel or sign an Information Sharing Agreement.* *The Confirmed Patient List report needs to be requested annually.*	Fill out the online delegate request **form** (annually) **+** Submit the PDF delegate access form with physician signature (annually)

FREQUENTLY ASKED QUESTIONS

1: How long does it take to receive a report?

Approximately two weeks after all documentation is received.

2: Will I receive a confirmation email after the request?

Yes, both delegate and physician requestors will receive confirmation emails after they submit the online request form. The emails will contain the forms needed to complete the process – the PDF delegate access form that requires a physician signature, the Information Sharing Agreement (only needed if requesting a Confirmed Patient List report for the first time and not part of CPAR), and instructions on how to securely submit a panel list (if requesting a Confirmed Patient List report and not part of CPAR).

3: What happens if a delegate requests a report for a physician that has not requested a HQCA panel report to date?

The HQCA will produce the report and send it to the delegate and physician. The physician will not have to submit a request through the portal. All required documentation will still be needed to process the request (e.g. the PDF delegate access form). If a proxy report is ordered, the physician will continue receiving the report annually. If a Confirmed Patient List report is ordered, it will need to be requested annually. Delegate access to reports is an annual process, regardless of type of report.

4: When can panel reports be requested?

You can request a report at any time, but please note that we will not produce reports between November and March of each year. During that time, we are preparing the new reports to be ready for the annual April release of reports. All requests received between November and March of each year will receive the new report in April.

5: Can a delegate or physician access a PCN-level report?

PCN report credentials are sent annually to the PCN Executive Director (ED). Please ask your PCN's ED for the PCN-level report.

6: Can a PCN receive a physician-level report if there is an Information Management Agreement (IMA) in place with their physicians that includes data sharing with the HQCA?

A few PCNs in the province have IMAs in place that allow a representative of the PCN to request and receive a physician-level panel report. As each IMA is different, please check with the HQCA if you have questions about your IMA.

7: Why is the HQCA unable to assign a proxy panel to my practice?

If the HQCA is unable to provide a proxy panel, you will be notified by email soon after the request is made. The reasons why we sometimes are unable to provide physicians with a proxy panel include physicians who are new to their practice, have moved to a new practice with new patients, or have taken over patients from an existing practice, etc. The setting where physicians submit their claims is also taken into account. That means the HQCA proxy algorithm wouldn't capture family physician visits if a physician saw patients in an emergency department setting compared to a practitioner's office, long term care centre, or home visit.

www.hqca.ca