



# Primary Healthcare Panel Reports

Drive Improvement. Manage your panel. Improve patient care.

## How to Request a Panel Report

The table below helps you to navigate Health Quality Alberta’s request process for Primary Healthcare Panel Reports. The request form can be found at [request.hqa.ca](http://request.hqa.ca). If you have any questions about the process, please email [primaryhealthcarereports@hqa.ca](mailto:primaryhealthcarereports@hqa.ca).

Who can request a Health Quality Alberta panel report?	Proxy Report	Confirmed Patient List (CPL) Report	
  <b>Providers</b> <b>Delegate</b>	↓ If you would like Health Quality Alberta to estimate your panel for you  Patient list based on Health Quality Alberta’s proxy algorithm	↓ For those not participating in CII/CPAR  Patient list based on submitted panel list from EMR	↓ For those participating in CII/CPAR  Patient list based on CII/CPAR panel
STEPS	↓	↓	↓
<b>Providers:</b>			
Complete request at <a href="http://request.hqa.ca">request.hqa.ca</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Select “enroll me” to receive confirmed patient list report yearly		<input type="checkbox"/>	<input type="checkbox"/>
Submit patient list annually to Health Quality Alberta		<input type="checkbox"/>	
Sign information sharing agreement (once)		<input type="checkbox"/>	
<b>Delegates:</b>			
Complete request at <a href="http://request.hqa.ca">request.hqa.ca</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtain provider’s signature on a delegate access form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>YOU RECEIVE</b>	↓	↓	↓
Ability to compare your data with peers	✓	✓	✓
Access to patient health numbers		✓	✓
Patient list direct from CII/CPAR			✓
	Basic	Better	Best

## 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 provider 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 provider signature, the Information Sharing Agreement (only needed if requesting a Confirmed Patient List report for the first time and not part of CII/CPAR), and instructions on how to securely submit a panel list (if requesting a Confirmed Patient List report and not part of CII/CPAR).

### 3. What happens if a delegate requests a report for a provider that has not requested a Health Quality Alberta panel report to date?

Health Quality Alberta will produce the report and send it to the delegate and provider. The provider 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 provider 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. What is a delegate?

Health Quality Alberta defines a “delegate” as a person authorized by a provider to view and access the provider’s report. Typically, this is a practice facilitator, clinic manager or another key member of your primary care team that supports your quality improvement work.

### 6. What is the benefit of providing a delegate access to my panel report?

A delegate can assist you by reviewing your report, highlighting areas of strength and opportunity based on your data, and helping you improve an area of interest. For example, if you find that 60 per cent of your eligible patients have been screened for cervical cancer and you want to increase that number, your assigned delegate can identify which eligible patients are due for screening (using the panel report or the EMR). The delegate can share that patient list with you and help you develop a plan for opportunistic screening and outreach.

### 7. Why is Health Quality Alberta unable to assign a proxy panel to my practice?

If Health Quality Alberta 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 providers with a proxy panel include providers 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 providers submit their claims is also taken into account. That means Health Quality Alberta proxy algorithm wouldn’t capture provider visits if a provider saw patients in an emergency department setting compared to a practitioner’s office, long term care centre, or home visit.

