



Bringing Alberta Netcare Portal into your practice or business will deliver a number of benefits both for you and your patients. At the same time, having access to Alberta Netcare Portal carries with it some obligations and responsibilities.

The process of accessing Alberta Netcare Portal is designed to deliver access as quickly as possible, while ensuring you and your team are ready and that privacy and security arrangements are properly in place. It is also designed with support that ensures a good start and effective ongoing utilization.

The Alberta Netcare Deployment Team has primary responsibility for coordinating and providing access. However, other partners in the process play important roles. They include:

- Alberta's Office of the Information and Privacy Commissioner (OIPC). The OIPC is an independent oversight body operating outside of Alberta Health and Wellness (AHW).
- AHW Information Policy and Compliance (IPC) Unit.

#### **Five Basic Steps**

There are five basic steps for bringing Alberta Netcare Portal into your practice or business.

1. Contact the Alberta Netcare Deployment (enrolment) Team.
2. Assess your requirements and readiness.
3. Complete and submit several key information, privacy and security documents and have them accepted by the relevant Provincial authorities.
4. Complete the user registration process.
5. Participate in training and trouble shooting.

It's that simple. Each step is described opposite.

## FACT SHEET

### Accessing Alberta Netcare Portal

#### **1. CONTACT THE ALBERTA NETCARE DEPLOYMENT (ENROLMENT) TEAM**

Contact information is provided below. The Deployment Team has Transition Coordinators (deployment representatives) across the Province. The Transition Coordinator for your area will be assigned to work with you and your staff and will be in touch with you.

Call 1-780-642-4082 (in Edmonton)

Toll free 1-866-756-2647

Email at [health.ehrdeployment@gov.ab.ca](mailto:health.ehrdeployment@gov.ab.ca)

#### **2. ASSESS YOUR REQUIREMENTS AND READINESS**

The Transition Coordinator will work with you to assess your requirements and readiness for accessing Alberta Netcare Portal. This assessment will examine your physical setting, your computer and internet resources, your processes and your training needs.

Note that Alberta Netcare Portal is accessed via the internet. Effective access requires a computer with a browser (e.g. Internet Explorer or Netscape) connected to the Internet through a high-speed connection.

The Transition Coordinator will advise and recommend steps for you to take to be ready for Alberta Netcare Portal access.

### 3. COMPLETE AND SUBMIT REQUIRED INFORMATION, PRIVACY AND SECURITY DOCUMENTS

#### a. THE PIA

The Privacy Impact Assessment (PIA) is a process that assists custodians (eg. pharmacy licensees) in reviewing the impact that an implementation of a new administrative practice, information system, or change to existing practices or systems relating to the collection, use and disclosure of individually identifying health information may have on individual privacy. A PIA describes the information flows in the project, identifies the legal authorities that allow for the flow of information, assesses potential impacts on and risks to privacy and identifies mitigation strategies to minimize the risks. The process is designed to ensure that the custodian evaluates the new practice or change to ensure technical compliance with the Health Information Act (HIA) as well as assessing the broader privacy implications for individuals.

Accessing Alberta Netcare Portal triggers the need for a new or revised PIA.

The PIA has two parts:

- Part A addresses a custodian’s organizational privacy management including privacy and security policies and procedures that facilitate the implementation of the HIA and the HIA Regulations.
- Part B provides specific information about your project.

PIAs should be reviewed on a regular basis to ensure the information that has been previously stated is still current and so there has not been any information creep as the project has evolved.

Prior to implementing a new administrative practice or information system or in changing an existing practice or system, a custodian is responsible for signing off and submitting their PIA to the Office of the Information and Privacy Commissioner (OIPC) of Alberta for review and comment.

#### PIA Elements for Pharmacists accessing Alberta Netcare Portal

If you are a pharmacist, the OIPC has allowed the PIA process to be streamlined for this specific project due to the common characteristics of most pharmacies. For pharmacists seeking access to Alberta Netcare Portal:

- In place of Part A of the PIA the custodian can submit the pharmacy’s HIA policies and procedures
- AHW has completed a Part B PIA for Alberta Netcare Portal that has been reviewed and accepted by the OIPC. Instead of submitting Part B, the pharmacist is asked to submit a formal Covering Letter that includes:
  - Acknowledgement that all of the requirements of Part B are in place as submitted by AHW
  - An acknowledgement of custodian roles and responsibilities
  - Appropriate policies and procedures attached to the Covering Letter

If you require additional assistance with your PIA, you may contact The Alberta Pharmacists’ Association (RxA) by email at rxa.ca or phone (780)-990-0326.

It can take 45 days or more for the OIPC to review your PIA and grant acceptance. This time may be reduced to 30 days if the pharmacists uses the streamlined process and package described above.

#### b. THE IMA, IEP AND P-ORA

Your Transition Coordinator will work with you on three other important documents, two of which must be signed and submitted to the appropriate offices. These documents are important undertakings for which you as data custodian are personally accountable. As a result, the Transition Coordinators cannot complete them on your behalf. However, the coordinators are available to provide assistance, background information and advice.

The following documents have been developed to address your readiness, commitments and obligations as a custodian of confidential and private health information.

<b>IMA</b> – Information Management Agreement	A standard agreement that must be read and signed by the pharmacy licensee and returned to AHW. The IMA is a legal agreement that establishes the responsibilities, terms and conditions governing electronic access to and information exchange within Alberta Netcare Portal. Pharmacy licensees must agree to the terms and sign the IMA in order to access Alberta Netcare Portal.
<b>IEP</b> – Information Exchange Protocol	The Information Exchange Protocol (IEP) is a companion document to the IMA. It defines specific rules for the collection, use and disclosure of information through the Alberta Netcare electronic health record. Signing the IMA binds all custodians and information managers to conform to the rules in the IEP.
<b>p-ORA</b> – Provincial Organizational Readiness Assessment	The p-ORA is a security assessment of technical, administrative and physical security controls for community sites that request access to Alberta Netcare Portal and/or regional systems. An accepted PIA and signed IMA are pre-requisites for a completed p-ORA to be approved.  The ORA is submitted to AHW’s Information Policy and Compliance (IPC) Unit for review and approval.

It will take from two to four weeks for the IPC Unit to review and approve your p-ORA. Timelines will vary.



#### **4. COMPLETE THE USER REGISTRATION PROCESS**

When you have signed and submitted the IMA and IEP documents, your PIA has been accepted by the OIPC and your p-ORA has been approved by AHW, your Transition Coordinator will assist you in setting up Alberta Netcare Portal accounts for each end user at your site. Each end user will be assigned a unique access ID and password, along with appropriate permissions to access data using the Alberta Netcare Portal.

Once end user accounts are setup, the Transition Coordinator will schedule and coordinate end user training at each site.

#### **5. TRAINING AND TROUBLE SHOOTING**

Once you are working with Alberta Netcare Portal, the Transition Coordinator will help you with ongoing support to help maximize your utilization and benefit from the system. This support includes:

- Advice on how to make best use of the system
- Identification of training needs, and referral to training resources
- Trouble-shooting advice and support

Your Transition Coordinator will be available to you throughout your early stages of use to help you with any issues that may arise.

#### **Use Alberta Netcare Portal**

You are now connected to and using Alberta Netcare Portal, Canada's leading electronic health information system.

Ongoing training information and updates will be posted on the Alberta Netcare Portal Login page.