

Section 1: Privacy and Security Awareness

1. What is considered acceptable use of Alberta Netcare Portal (ANP)?

2. What should all new ANP users review before logging in the first time to access patient health records?

3. Name at least three security best practices regarding using ANP.
 - 1)
 - 2)
 - 3)
 - 4)

4. You look up a patient whose health record is showing a lock beside the name. What does this mean? What steps should you take? Will this access be audited?

Section 2: General Knowledge

1. What is the source of truth for a patient's demographic information (PHN, address, gender, birthdate, etc.)?

2. Who would you call for assistance logging into ANP remotely? Who would you contact for ANP accounts and password assistance, as well as for help managing PIN/PD passwords?

3. Are users able to customize their homepage?

4. List three ways to locate a patient's Electronic Health Record (EHR).
 - 1)
 - 2)
 - 3)

5. Where is the best place to look up multiple lab results in ANP?

6. If you could not find a report/lab result in the Clinical Document Viewer (CDV Tree) folders for a patient, what resource would you reference to find out if that report/lab result should be available in ANP?

7. Is there a tool in ANP that can assist with Medication Reconciliation? If so, are there any limitations?

Section 3: Search and Find in the Alberta Netcare Portal (ANP) Training Environment

1. Open Person Directory (PD) and search for Edward Black. What is his PHN/ULI?

2. What are the admission and discharge dates for Edward Black's Royal Alexandra Hospital stay?

3. Find Edward Black's most recent critically abnormal lab result. What is the name and date of this result? Who was the doctor that ordered it?

4. Search for George Simpson and open the Medication Profile. View the detailed report. How would you print this report? Where does this medication information come from?

5. Open George Simpson's Chemistry folder and click on the most recent creatinine result. Create a cumulative report.

6. Search for Mary McDonald. What is different about her patient record in ANP?

7. Search for John Diabetes. Go into the AHS Edmonton Flow Sheets. What is the difference between what you see in the Flow Sheets and what you see on the Limited Documents or All Documents screens in the Clinical Document Viewer (CDV) folder list? Why are there four separate flow sheet buttons?

8. Navigate to the Medication Profile for John Diabetes and review the information for the last 6 months, 12 months and All Time Periods. What is the difference between the Summary Report and the Detailed Report?

9. On the left hand side menu, select the Favorites folder and then select Recently Viewed Patients. Open George Simpson's health record and navigate to the Pharmaceutical Information Network (PIN). Find the drug monograph for Prednisone and view the patient handout.

ANSWER KEY

Section 1: Privacy and Security Awareness

1. Only access a patient health record in ANP when you have a direct patient care relationship or you require access to support your workflow. Access the minimum amount of information required to do your job and keep that information confidential.
2. New ANP users should review the 'Terms of Use and Disclaimer' as well as 'Privacy, Security and Confidentiality of Patient Information,' both located on the main ANP login page.
3. Never share your ANP user name or password. Only access the health information required to do your job. Never access information for yourself, friends, family, co-workers or neighbors. When printing from ANP follow the policy for your work site for the use and storage of these printouts. When you are finished using ANP always use the 'Log Out' button at the top left hand corner.
4. The lock indicates Alberta Netcare masking. The user should select the reason for accessing the health record and provide concise text in the text box before clicking the 'Break privacy seal' button. Accesses of masked records may be audited.

More information on Privacy and Security can be found in the Alberta Netcare Learning Centre under the Privacy tab.

Section 2: General Knowledge

1. The source of truth for a patient's PHN is Person Directory (PD). Quick References and eDemos outlining how to access and navigate PD can be found in the Alberta Netcare Learning Centre under the PD tab.
2. For assistance logging in remotely, please contact the Remote Access Service Desk at 1-844-542-7876. For assistance with ANP accounts and password resets, as well as PIN/PD password management, please contact the Provincial Help Desk at 1-877-931-1638.
3. Yes. Users can customize their homepage to best help them with their workflow. Information on configuring the user homepage can be found in the Alberta Netcare Learning Centre under the ANP tab/Quick Reference/Configure and Navigate the homepage.
4. Search by for a patient by: Identifier, using demographic data, select from favourites list, select from a worklist, select from recent patients list. More information can be found in the Alberta Netcare Learning Centre under the ANP tab/Quick Reference/ Locate a Patient's EHR or by viewing the eDemo.
5. The best way to look up multiple lab results is to click on the appropriate Flowsheet (based on region where the testing was done). More information on viewing lab results can be found in the Alberta Netcare Learning Centre under the ANP tab/Quick Reference and/or eDemo.

6. If you could not find a report/lab in the Clinical Document Viewer (CDV Tree) folders for a patient, you would reference the Data Availability Table on the main ANP log in page to see if the data source you are looking for is feeding information into ANP.
7. Yes. The Medication Profile, located in the Clinical Document Tree, can be used in Med Rec as can the actual PIN application. The record is accurate but may not be complete as results will not flow into PIN if there is a mismatch of first or last name, DOB, Gender or AHCP number. Furthermore, the information in PIN comes from outpatient pharmacies only. It is up to the clinician to verify the information in PIN/on the Medication Profile. More information can be found in the Alberta Netcare Learning Centre under both the ANP and PIN tabs in Quick References and eDemos.

Section 3: Search and Find in the Alberta Netcare Portal (ANP) Training Environment

1. Edward Black's PHN is 10124-9034.
2. Admission and Discharge dates are: May 3, 2013 – January 1, 2014.
3. 10-Jan-14 ELECTROLYTES, POININ,DR.CHRIS
4. You would print using the Print button within the report. The information in the Medication Profile comes from Pharmaceutical Information Network (PIN).
5. Open the Chemistry folder and select the most recent creatinine result. Click the 'Cumulative Report' link to create the cumulative report.
6. Mary McDonald's health record is masked.
7. Flow sheet screens provide multiple lab data values, whereas Limited Documents or All Documents screens show individual lab results.).
8. The Summary Report will display the last dispense for each medication whereas the Detailed Report will display all dispenses for each medication.
9. Go to PIN and single click on Prednisone. Scroll to the right and click the Monograph button. In the pop up window, click the Patient Handout tab to view.