

WHAT IS ALBERTA NETCARE?

The Alberta Netcare Electronic Health Record is a secure record of an Albertan's key health information. It is not a patient's full medical record, but captures data that is the most valuable for patient care.

Information captured from patients' clinical records include:

- laboratory test results, diagnostic imaging text reports, operative reports and many other types of transcribed clinical reports;
- a Medication Profile, including dosing information, prescribing physician details, and dispensing details;
- a concise record of in-patient, out-patient and emergency room visits with dates, facility, admission problem and discharge diagnosis;
- known allergies and intolerances;
- some immunization information; and
- personal demographic information to uniquely identify each patient and verify Alberta Health Care Insurance eligibility.

Alberta Netcare offers tools which save time and let you provide better patient care. You can:

- view specific lab results, flowsheets and chart lab values to spot trends;
- view diagnostic imaging reports, operative reports, discharge summaries and other reports;
- organize records into easy-to-locate patient lists;
- set warnings to alert you of drug-to-drug and drug-to-allergy interactions (provides both duplicate therapy and drug dosage alerts); and
- access the First DataBank Inc. drug database and print drug monographs and patient handouts.

WHO CAN ACCESS ALBERTA NETCARE?

Only authorized custodians and their affiliates can access Alberta Netcare. Custodians include Alberta Health Services, physicians, pharmacists and registered nurses. A nurse employed by a custodian is referred to as an affiliate of that custodian, and must apply for Alberta Netcare access through their employer. A nurse that is not working for another custodian can request access directly from our Alberta Netcare Deployment team.

Each person's access level is based on their role and profession. This means that access permissions and other security credentials are set up so that users have enough information to do their jobs, while ensuring that information is accessed only on a "need-to-know" basis.

WHERE CAN I GET MORE INFORMATION?

A number of resources are available to Alberta Netcare users:

For more information about *gaining access to Alberta Netcare*, contact the Alberta Netcare Deployment Team: phone: 1-866-756-2647 or 780-642-4082, e-mail: health.ehrdeployment@gov.ab.ca, or visit our website at www.albertanetcare.ca.

For more information about the *Health Information Act* (HIA), contact: HIA Help Desk at 780-427-8089, toll-free at 310-0000-780-427-8089 or e-mail hiahelpdesk@gov.ab.ca.

For more information about the *Privacy Impact Assessment process*, contact the Office of the Information and Privacy Commissioner of Alberta: phone: 780-422-6860, toll-free at 1-888-878-4044, e-mail generalinfo@oipc.ab.ca, or visit their website at www.oipc.ab.ca.



Better Patient Information.
Better Care Decisions.



A Guide for Registered Nurses



*How to gain access to
the Alberta Netcare
Electronic Health Record*



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WHAT ARE THE BENEFITS AND IMPACTS ON MY NURSING PRACTICE?

Alberta Netcare can assist you in delivering patient care by:

- providing access to a historical record of in-patient, out-patient and emergency room visits;
- reducing the time you spend acquiring test results, prescription information, and other key patient information from other facilities (versus traditional means such as fax, phone, or mail);
- reducing the time it takes to obtain test results — often information enters Alberta Netcare before the paper copies of results are available;
- increasing efficiency of patient assessment, diagnosis and treatment; and
- informing the development of care plans and care for chronic disease, post-operative, and palliative patients in the community.

Alberta Netcare helps improve the quality and safety of patient care by:

- reducing the possibility of adverse events, such as harmful prescription drug interactions by providing more up-to-date and more accurate health information about a patient;
- reducing delays in treatment by providing accurate medical information at the point of care;
- preventing the duplication of tests and unnecessary treatments; and
- streamlining the secure sharing of health information and building a common understanding of the patient's health condition.

HOW DO I GAIN ACCESS TO ALBERTA NETCARE?

If you are employed by an authorized custodian such as Alberta Health Services, Covenant Health, a physician's office, or a pharmacy, access to Alberta Netcare must be coordinated by your employer. Ask your manager for assistance.

If you are self-employed or your position requires you to be an authorized custodian, you may request access to Alberta Netcare as a custodian. You may be eligible for this kind of access if you work in: occupational health; at a First Nations care centre; at a remote nursing station; for a federal jurisdiction (like RCMP); or for an authorized homcare service. The implementation of the Alberta Netcare occurs over four phases. A Transition Coordinator from our Alberta Netcare Deployment team will guide you through this process.

Phase 1 Ensuring Readiness within the security, privacy and technology guidelines set by government and regulatory agencies involves:

- completing the Privacy Impact Assessment (PIA) for acceptance by the Office of the Information and Privacy Commissioner (OIPC). This is required by the Health Information Act;
- reviewing the Alberta Netcare Information Exchange Protocol which outlines specific rules for the collection, use and disclosure of information through Alberta Netcare, and the custodian reviewing and signing an Information Manager Agreement (IMA);
- completing the provincial Organizational Readiness Assessment (p-ORA)—a minimum set administrative, technical and physical security requirements that community sites must meet; and
- completing a technical site assessment to ensure hardware, software and network requirements are met.

Phase 2 Preparing your practice for Alberta Netcare involves:

- completing the Terms of Reference that define roles and responsibilities (e.g. Access Administrator), implementation process and timelines;
- conducting a workflow assessment for implementation of Alberta Netcare;
- completing Access Administrator and User Registration forms for your site; and
- testing and confirming your system's connection with Alberta Netcare.

Phase 3 Training and "going-live" involves:

- providing training tailored to their permission level and job role to each authorized staff member;
- reviewing how the Alberta Netcare is incorporated in your facility's workflow; and
- distributing user IDs, passwords and RSA SecurID® remote access fobs.

Phase 4 Follow-up and support involves:

- soliciting your feedback six to eight weeks after implementation of Alberta Netcare; and
- providing ongoing support to users at your facility through the Transition Coordinators, the Alberta Netcare and Alberta Health Services Help Desks, the Alberta Netcare login page and the Learning Centre.

COMMON QUESTIONS

How much will it cost?

There is no cost to use Alberta Netcare, or for the training you will receive; however, there may be a cost if you require a new computer or internet services.

How long does it take to get access?

Once the PIA and p-ORA are accepted, and the facility meets technical and security requirements, you can get access within approximately four to six weeks.

Do I have to give up my office Electronic Medical Record?

No—Alberta Netcare can be used as a supplementary information tool, or in some instances it can be integrated into an existing system configuration. Please contact the Alberta Netcare Deployment Team for more information.