Alberta Netcare
ELECTRONIC HEALTH RECORD

COVID-19 Public Health Emergency:

Accessing Alberta Netcare from a Temporary Home Office
Privacy and Security Guidance

Alberta Health recognizes that staff may be setting up home offices quickly, without much advance preparation. *Refer to your organization's Alberta Netcare Provincial Organizational Readiness Assessment (pORA) when setting up your home office.* Given that this may take some time to set up, here are some basic security steps to follow when using Alberta Netcare from home in the meantime:

Secure your device

- Use devices issued by your organization, not personal home computers or devices.
- Encrypt any devices you use to access Alberta Netcare and to provide health services.
  Tip: Recent versions of Windows, MacOS, Android and iOS all include built-in full-disk encryption which you can enable.
- Secure your device with a strong password that only you know and/or use the biometric authentication that comes with your device (fingerprint reader, iris scan, facial recognition, etc).
- Ensure your devices' firewall and anti-virus programs are installed and up to date.
  Tip: Recent versions of Windows and MacOS include built-in firewalls which you can enable.

Secure your workspace

- Make sure that non-authorized household members do not have access to Alberta Netcare.
- Log out of your Alberta Netcare session when you are not using it.
- Set up a password-protected screen lock that times out after a short period (best practice is 5 minutes).
- Avoid printing from Alberta Netcare as much as possible. If you need to print identifying health information, make sure it is securely stored out of sight when you are away from your home office.
- Use a shredder to securely destroy any temporary printouts.

Secure your home network

- Adjust your home Wi-Fi router to meet the Wi-Fi best practices listed in Section 11 of the pORA, or as documented by your organization.
- If you can't access your organization's Wi-Fi documentation or can't get technical assistance, use a wired connection.
- Some devices on your home network, such as Internet-connected games consoles, appliances, TVs, lighting systems, etc. may not be secure. Consider setting up your router to segregate your home network into work and personal environments.
- If unsure about any of the above, seek technical assistance from your organization or other service providers.

Privacy

- Remember, access to Alberta Netcare is monitored and you are accountable for your use.
- Continue following your organization's Health Information Act privacy policies.
- Most importantly, only access Alberta Netcare to provide health services to your current patients, using the minimum amount of health information essential to carry out your assigned duties.

Note: This guidance is intended for underlined existing users of Alberta Netcare who have previously met all Alberta Netcare pre-requisites and who are moving staff to a temporary home office environment. For background information on the Netcare registration process for new users, click here.

If your practice needs net new urgent access to Alberta Netcare to respond to the COVID-19 public health emergency, please contact the eHealth Netcare Support Services team for assistance: 1-855-643-8649 or ehealthsupport@cgi.com

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Alberta