

This document answers frequently asked questions about the Information Manager Agreement (IMA) and Information Exchange Protocol (IEP).

What are the IMA and IEP?

The IMA is a legal agreement between Alberta Health (the information manager for Alberta Netcare) and the participating authorized custodians. It governs the custodian’s access to Alberta Netcare Portal (ANP) and establishes the terms, conditions, and restrictions under which this access is granted. Custodians must agree to the terms and sign the IMA to receive access. By signing the IMA, custodians and the information manager agree to abide by the rules of the IEP.

The IEP establishes the specific rules for the collection, use and disclosure of information through Alberta Netcare. These rules bind all signatories. It is the responsibility of each custodian to ensure they fully understand their obligations under the *Health Information Act* (HIA) as well as the obligations identified under the IEP. It is the HIA, not the IEP that empowers custodians to collect, use or disclose health information.

Within Alberta Health, it is the HIA Policy, Privacy and Security Unit that is responsible for the management of IMA, IEP and HIA documentation.

What are Custodian responsibilities in the IMA and IEP Process?

The new Authorized Custodian will receive a copy of the IEP. The IEP outlines specific rules for the collection, use and disclosure of information through Alberta Netcare.

After reviewing the IEP, the IMA must be read, signed, and dated by the new Authorized Custodian and returned to the Alberta Health HIA Policy, Privacy and Security Unit. This unit must receive the signed IMA before access is granted to ANP.

What are the main elements of an IMA and IEP?

The summaries below provide a general outline of

the IMA and IEP.

Summary of IMA Content

Summary highlights of selected sections of the IMA are presented in the following table.

Appointment of Information Manager	Establishes Alberta Health as the information manager for Alberta Netcare
Compliance with IEP & HIA	Establishes the IEP as a part of the agreement. Confirms requirement to comply with the HIA.
Responsibilities of Custodian & Information Manager	Describes obligations of both the information manager and the participating custodian with respect to Alberta Netcare. Includes obligations to limit access to appropriately authorized persons, preserve accuracy, and protect confidentiality of information accessed through ANP
Commercial User Prohibited, Exception for Pharmacy	Alberta Netcare may not be used for commercial purposes. There is an exception for use in the practice of pharmacy as defined in the <i>Health Professions Act</i> (HPA).
Exclusion of Liability	Custodian uses ANP at its own risk. Information is provided “as is” and is no substitute for professional judgment.
Liability & Indemnity	The custodian and the information manager agree to be liable to and hold each other harmless from any claims resulting from: any breach of the HIA, the IMA or the IEP, any unauthorized access, exchange, collection, use or disclosure of information.
Suspension & Termination	The information manager can suspend the custodian’s access or terminate access for breach. The custodian can terminate the agreement by withdrawing its access to ANP.

IMA Tips and Tricks

Before signing the IMA, read the document in its entirety. It is a legal document that requires your signature. Fill in all fields on the IMA, including the date, before mailing the original document to Alberta Health (address provided in the IMA). Do not send a photocopy of the signed IMA, it will be rejected.

Summary of IEP Content

The IEP is a document establishing specific rules for the collection, use and disclosure of information in Alberta Netcare. It is organized into three large sections, each broken into sub-sections.

Summary highlights of selected sections are presented in the following table.

#	Title	Content Summary
A	Document Overview	Includes purpose, history, authorship, guiding principles, and limitations
B	Terms Used in This Document	Includes terms defined in the document and terms defined in the HIA
C	Rules	
1.0	Protection of Alberta Netcare Information	Includes: Authority of the IEP <ul style="list-style-type: none"> Applies only to Alberta Netcare, not to records held outside of Alberta Netcare Deference to the HIA Operation of the IEP <ul style="list-style-type: none"> Includes general responsibilities of custodians, affiliates, EHR Data Stewardship Committee and Information Manager (AHW)
2.0	Sources of Information	Includes: Information from clinical data repositories <ul style="list-style-type: none"> Origins of information will be maintained by the information manager Rules for entry of information through Alberta Netcare
3.0	Use of Information in Alberta Netcare	Includes: For the provision of health services by the information manager For practice self-audits
4.0	Secondary Disclosures of Individually Identifying Information	Includes rules for disclosure: To an individual who is the subject of the information for the provision of health services To health professional bodies For research To other persons not covered above

5.0	Other General Provisions	Includes: Masking of Information <ul style="list-style-type: none"> what can be masked process for masking authority of custodian and Information Manager to unmask information authority to rescind masking
6.0	Information Security	Includes: User Access Management <ul style="list-style-type: none"> role of custodian in identifying affiliates who should have access responsibilities of custodian conditions under which access may be revoked System Access Management <ul style="list-style-type: none"> Information Manager's responsibility for surveillance and monitoring of system access Information Manager's responsibility to report to the EHR Data Stewardship Committee
7.0	Protocol Compliance & Enforcement	Includes: Investigations and Audits Enforcement

Key Contacts

eHealth Services Provider Support

To initiate ANP implementation:

Phone: **1-855-643-8649**

Email: eHealthProviderSupport@gov.ab.ca

HIA Help Desk

For more information about the IMA or IEP:

Phone: **780-427-8089**

(Toll free in Alberta 310-0000)

Email: hiahelpdesk@gov.ab.ca