

ALBERTA NETCARE PORTAL QUICK REFERENCE:

Alberta Netcare Portal Help Services

WELCOME! You are now part of the province's Electronic Health Record (EHR) — a secure way for physicians, pharmacists and other authorized health care providers to quickly access key patient information, be alerted to potential drug conflicts and reduce treatment delays.

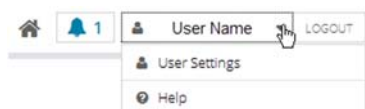


Only authorized users can access a person's medical and demographic data. Alberta Netcare Portal (ANP) access is based on your user role and profession. Access permissions and other security

credentials are set up to ensure you have enough information available for you to do your job, and that information is accessed only on a need to know basis.

Where Do I Go for Help?

1. Use the context-sensitive Help Text provided within Alberta Netcare Portal's Global Menu. The Help Text provides help content related to the ANP page you are currently viewing. As a new user, read the "Using Help" page first!



2. Person Directory (PD), Pharmaceutical Information Network (PIN), Diagnostic Image (DI) Viewer and Delivery Site Registry (DSR), all available from within ANP, have their own Help menu within the application.
3. The Help Desks (Provincial Help Desk and Alberta Health Services) are on hand to assist you, especially if you have locked yourself out of ANP and need your password reset.

HELP DESK	PHONE NUMBER
eHealth Support Team	1-855-643-8649 (toll-free)
Alberta Netcare Help Desk (Provincial)	780-412-6778 (local) 877-931-1638 (toll-free)
Addictions & Mental Health	780-422-2336
Alberta Mental Health Board	780-735-4357
Alberta Cancer Board	780-432-8885 (Edmonton) 403-521-3087 (Calgary) 877-280-8380 (after hours)
AHS North Zone – Ft. McMurray (Northern Lights)	780-791-6140
AHS North Zone – Grande Prairie (Peace Country)	780-538-7569
AHS North Zone – Westlock (Aspen)	866-967-5068
AHS Edmonton Zone (Capital)	780-735-4357
AHS Central Zone – Camrose (East Central)	780-608-2282
AHS Central Zone – Red Deer (David Thompson)	403-343-4815
AHS Calgary Zone	403-310-3111 (local) 866-513-3671 (toll-free)
AHS South Zone – Lethbridge (Chinook)	403-388-6235
AHS South Zone – Medicine Hat (Palliser)	403-529-8952
Health Information Act (HIA)	780-427-8089
Shared Data Centre (SDC)	403-343-4815
Remote Access Team	1-844-542-7876

1. The **Training Environment**, accessed through the ANP Login page, provides an opportunity to practice viewing/updating EHR data.
2. The **Alberta Netcare Learning Centre**, accessed through the ANP Login page, provides learning resources for new and experienced users.

What Help Resources are Available in the Alberta Netcare Learning Centre?

*Don't know how to change your password?
Forgotten how to configure your Homepage into windowlets?*

The Alberta Netcare Learning Centre provides you with answers to typical questions, as well as step-by-step instructions to help you integrate Alberta Netcare into your busy workflow. Click on the Alberta Netcare Portal Frequently Asked Questions to access common questions and answers.

The **Getting Started in Alberta Netcare Portal User Guide** is available in the Learning Centre. Additional learning resources for EHR applications, such as Alberta Netcare Portal (ANP), Person Directory (PD), Pharmaceutical Information Network (PIN), Delivery Site Registry (DSR) and Diagnostic Image (DI) Viewer are also available on the site. You can also plan your learning according to your Alberta Netcare Portal (ANP) User Role — choosing a learning path that fast-tracks you to those resources specific to your learning needs.

How do I use the Learning Centre?

- 1 Click the **Learning Centre** link on either the Alberta Netcare Portal Login page or the Training Environment Login page. The Alberta Netcare Learning Centre homepage opens.

To access the Alberta Netcare Learning Centre by URL, enter www.albertanetcare.ca/learningcentre in your web browser.

- 2 Is this your first time using Alberta Netcare Portal? Click the **Alberta Netcare Portal** tab on the Learning Centre home page. Click on **User Guide** on the sidebar navigation and access the **User Guide for Getting Started in Alberta Netcare Portal**.

- 3 Click **Learn by Role** to view learning resources specific to your ANP User Role.

- 4 Explore a specific component of Alberta Netcare by using the top navigation tabs. In each component you will find Quick Reference documents, User Guides, FAQs, eDemos, and other important information.

The screenshot displays the Alberta Netcare Learning Centre interface. At the top, a navigation bar includes links for Privacy, Access, ANP (highlighted), Person Directory, PIN, eReferral, PRSP, Immunizations, Cancer Screening, CII, and Resources. Below this, the main heading is 'Alberta Netcare Portal (ANP) User Guide'. A sidebar on the left contains links for Quick Reference, eDemo / Videos, User Guide (highlighted), and Frequently Asked Questions. The main content area explains the purpose of the User Guide and provides a link to access the 'Getting Started' guide. Below this, an 'Additional Resources' section lists links for 'Register for eHealth Advanced Training module', 'Practice in Training Environment', and 'Learn by Role', each with a brief description. At the bottom, a breadcrumb trail shows the path: Alberta.ca > Health > Alberta Netcare > Learning Centre > Resources. A second navigation bar at the very bottom repeats the top navigation links, with 'Resources' highlighted.