

Authorized Custodian Access to the Alberta Electronic Health Record (Alberta Netcare) Declaration



Alberta Netcare provides access to health information that must be protected by strong privacy and security controls. This Declaration outlines acceptable use requirements and responsibilities required of authorized custodians to access Alberta Netcare. You cannot access Alberta Netcare until you acknowledge this Declaration.

You must understand and comply with--and ensure your affiliates understand and comply with--the *Health Information Act (HIA)* and its regulations, and the Department's policies, procedures, guidelines, standards, and directives related to using health information accessible via Alberta Netcare.

Compliance is monitored by the Department through a variety of activities, including logging, auditing, investigation, and enforcement, where necessary.

Authorized Custodian Responsibility for Affiliates (“Authorized Affiliates”)

1. You will use the process established by the Department to sponsor an affiliate to become an Authorized Affiliate for access to Alberta Netcare if the affiliate requires access to fulfill their duties on your behalf.
2. You will not allow any person to have access to Alberta Netcare unless that person is an Authorized Affiliate.
3. As a custodian, you are responsible for all activities undertaken by your Authorized Affiliates in relation to their access to Alberta Netcare.
4. You will apply for separate and unique authorization for all Authorized Affiliates and ensure that your Authorized Affiliates maintain the confidentiality of their Alberta Netcare user credentials.
5. You will ensure Authorized Affiliates are assigned an appropriate role under the 'Alberta Netcare Permission Matrix'.
6. You will refuse to knowingly sponsor any affiliate for access to Alberta Netcare if the Department has prohibited that affiliate from accessing Alberta Netcare.
7. You will ensure that an Authorized Affiliate receives appropriate training regarding their access and use of Alberta Netcare.

Use of Alberta Netcare

1. You will take reasonable steps to ensure that the information entered, deleted or edited via Alberta Netcare is accurate.
2. You will ensure that you maintain the confidentiality of your own Alberta Netcare user credentials and be solely responsible for all activities conducted with your user credentials.
3. You will only use information from Alberta Netcare to the extent permitted under the assigned 'Alberta Netcare Permission Matrix' user role.
4. You will only use Alberta Netcare for the purposes authorized under the HIA.
5. You will only use health information in Alberta Netcare if you provide or have provided a health service to the individual who is the subject of the health information.
6. You may only access Alberta Netcare for research and data matching purposes where you have provided health services to the individual(s) and you are conducting research or data matching that relates to the health services you have provided to the individual(s), subject to the requirements under Section 27(1)(d) of the HIA.
7. You may not access Alberta Netcare to facilitate another person's research or data matching. For more information on this process see [Using EHR Data for Research - Alberta Netcare](#)

Correction and Access Requests

1. Information in Alberta Netcare must be corrected by the custodian who created the record in the source system. You will comply with HIA section 13-15 when responding to an individual's request for correction or amendment of information in their Alberta Netcare record.
2. You will comply with HIA section 56.61 when responding to an access request for part or all of their Alberta Netcare record from an individual with whom you have a current care relationship or that individual's authorized representative.

Expressed Wish and Masking

1. For the purpose of requests made by individuals to limit the availability of their health information available via Alberta Netcare, you must follow the process outlined on the [Application for Masking form \(albertanetcare.ca\)](https://albertanetcare.ca).
3. For the purpose of requests made by individuals to rescind masking of their health information via Alberta Netcare, you must follow the process outlined on the [Authorization to Rescind Masking form \(albertanetcare.ca\)](https://albertanetcare.ca).

Logging and Auditing

1. You must ensure the system you use to access Alberta Netcare creates and maintains logs in accordance with the [Provincial Logging and Auditing Standard](#), as may be amended from time to time.
2. All access to Alberta Netcare information is logged and subject to auditing.
3. The Department conducts an audit of accesses to Alberta Netcare at least once each month and may conduct an audit at any reasonable time.
4. You will cooperate and comply with any audit or monitoring program of the Department with respect to Alberta Netcare.
4. Individuals may request an audit log from the Department and see all accesses to their Alberta Netcare record.
5. To monitor your Authorized Affiliates' access to Alberta Netcare, you will regularly request audit logs of your Authorized Affiliates' access to and use of Alberta Netcare by following the process established by the Department.

Investigations

1. You will cooperate and comply with any investigation by the Department with respect to Alberta Netcare by following the process established by the Department.
2. Investigation findings may be provided to anyone authorized to receive them, including the Office of the Information and Privacy Commissioner and applicable health professional bodies.

Breach Reporting

1. In accordance with Section 60.1 of the HIA, you will investigate any real or suspected loss of or any unauthorized access to or disclosure of information of Alberta Netcare information and adhere to all notification requirements.
2. Threats to data confidentiality, data integrity, or data availability with the potential to impact the operations of Alberta Netcare must be reported through the 'Provincial Reportable Incident Response Process (PRIRP)'.

Termination

1. You must immediately notify the Department when you no longer require access to Alberta Netcare or where you have decided to suspend or terminate access privileges for an Authorized Affiliate.
 - a. This is completed through the submission of a 'ANP remove' request either via AHS IAM systems or using the paper-based 'Netcare User Registration Form (URF)'.

Limitation, Revocation or Prohibition of Access

1. You or your Authorized Affiliate(s) may have your access to Alberta Netcare limited, revoked, or prohibited for any of the conditions listed in Section 7.3 of the Alberta Electronic Health Record Regulation.

Resources

Related policies and guidance can be found on the [Alberta Netcare Website and Alberta Netcare Learning Centre](#).

Questions regarding this Declaration can be directed to the Health Information Act Help Desk, 780-427-8089 or hiahelpdesk@gov.ab.ca.