

## Information for Physician Locums

This Quick Reference is for the community **Netcare Access Administrator (AA)** to support the **Alberta Netcare Portal (ANP)** end-user registration steps at a facility.

The Clinic's Netcare AA is responsible for granting and deleting access to ANP for the duration of the locum's stay at the facility.

### Complete the Information Manager Agreement (IMA)

Call the **eHealth Netcare Support Services (eHSS)** team at 1-855-643-8649 toll free, or email to [ehhealthsupport@cgi.com](mailto:ehhealthsupport@cgi.com), Monday – Friday from 8:15 am to 4:30 pm (except on statutory holidays) and request access to ANP.

#### This will trigger the following steps:

- Complete the **Information Management Agreement (IMA)** with Alberta Health (AH).

### Complete the Alberta Netcare Portal Request

The locum must receive authorization by the clinic's Netcare AA to access ANP at the facility location.

This process must be followed for each facility the locum works from.

The ANP request will include a request for an RSA SecurID token, to update existing token or request a new token.

The Netcare AA will request the ANP access via one of the below options:

- 1 Completing the Alberta Netcare **User Registration Form (URF)**.
  - Please add "Locum" in the comments field at the top of the form.
  - Read the form instructions that is included within the form. All fields should be completed electronically before printing for signature.
  - Submit the URF by faxing it to the eHealth Netcare Support team at 1-844-630-0877.
  - Processing time is up to 1 - 3 business days, including the RSA SecurID token

**OR,**

- 2 If the facility is registered to use **AHS Identity & Access Management (IAM)**, the Netcare AA will submit the ANP request electronically. Please refer to the AHS IAM Quick Reference on [How to Request, Modify, or Approve an ANP Account](#).
  - If your community facility uses the AHS IAM system for requesting access to ANP, the request can take up to 1 - 2 business days, if the locum has an existing active RSA SecurID token

If a new RSA SecurID token is requested, or request to re-activate an inactive token is selected, then it may take up to 5 - 7 business days.