Authorized custodians and their affiliates may only access an individual's Netcare record if:

- They provide or have provided a health service to the individual, and
- The access is required for an authorized purpose under the *Health Information Act* (HIA)

Access must comply with professional scopes of practice and standards or requirements imposed by a regulatory college, or custodian/employer. Any access outside these requirements is unauthorized and subject to penalties under the HIA.

Key Rules

- Never access Netcare out of curiosity, convenience, or expedience, or if the individual is not a patient.

- Consent alone does not authorize access without a current care relationship and a legally permitted purpose.

- Never share Netcare credentials or use someone else's.

Misuse and Consequences

- All Netcare access is logged and audited.

- Everyone has a right to request a copy of their own Netcare Access Log, a list of who has viewed their Netcare record.

- Suspected misuse may be investigated by custodians, regulatory colleges, the Department, OIPC, or law enforcement.

- Offences may be prosecuted under the HIA and subject to fines up to $200,000.

For Providers: *Is Use Authorized?*

If you are wondering if your use of Netcare is authorized, ask yourself

- Is my use authorized by the HIA?
  - For example: Am I providing "health services" as defined in legislation and according to my job description, College's scope of practice, licensing requirements, etc.?
  - Note, "health services" include preparing for an upcoming appointment.
- Do I *need to know* the health information I access Netcare?
- Do my employers, College, etc., permit me to treat this person as a patient <u>and</u> in these circumstances?
- Have I provided health services to this person at my place of work <u>and</u> where I am designated to access their Netcare profile?
- Would the person expect me to view their record?

Examples of Unauthorized Access

- **Looking up family member's health information (e.g., lab test result):**
  - Many health regulatory colleges have established standards that prevent or limit their members from providing health services or medical care to family members.
  - If a Netcare user's regulatory college does not permit members to provide treatment to family members, then a Netcare user who reviews a family member's record has violated Netcare's rules for use.

- **Looking up one's own health information:**
  - The health regulatory colleges in Alberta are responsible for setting standards of practice for its members including those respecting treating oneself.
  - Health care providers generally <u>cannot</u> access their own health information in Netcare.

Other Ways to Access Netcare Information

[MyHealth Records (MHR)](#) provides Albertans access to some of their health information available via Netcare to help them manage their health.

Albertans can make an access request for Netcare records from a custodian with whom there is a current care relationship and who has access to Netcare.