

**This quick reference outlines the roles and responsibilities of Authorized Custodians and affiliates regarding the use of Alberta Netcare Portal (ANP).**

## Overview

The provincial Electronic Health Record (EHR), known as Alberta Netcare, is an integrated electronic health information system that provides Authorized Custodians shared access to patient information in a secure environment. The structure and development of the Alberta EHR is in part directed by the *Health Information Act* (HIA), which governs the collection, use, disclosure and protection of health information generated by Alberta Health, AHS and most professional healthcare providers in the province.

The HIA was enacted on April 25, 2001, with the aim of achieving a balance between safeguarding the privacy and confidentiality of patient information and facilitating information sharing for health care provision.

It is important for everyone who comes into contact with patient health information to be aware of their responsibilities under the HIA. All ANP users are responsible for ensuring they are accessing the system appropriately, while custodians are responsible for overseeing appropriate access and use of the application by their affiliates.

## Privacy, Security and Confidentiality

Privacy, security, and confidentiality are fundamental requirements of the HIA. Custodians and their affiliates must follow these requirements to protect personal health information in their care and control.

### Privacy

Every individual has a right to the privacy and protection of their personal health information. The HIA requires custodians to collect, use, and disclose health information in the most limited manner, with the highest degree of anonymity possible and only on a need-to-know basis.

### Security

Under the HIA, custodians are required to protect the security of health information by establishing and upholding procedures aimed at reducing the risk of inappropriate access to databases containing personal health information.

### Confidentiality

To preserve patient confidentiality, only authorized health care providers can use or access a person's health information. Custodians have an obligation to maintain the trust relationship between those supplying health information and the individual or organization collecting it.

### Masking

The HIA mandates that custodians and their affiliates must consider individuals' expressed wishes to limit the disclosure of their health information through ANP. This is done by "masking" the individual's health information in ANP. Providers should understand how to apply and rescind a mask.

#### TIP

To learn more about masking, consult the quick reference [Masking Patient Information in ANP](#).

For more information on masking, contact the HIA Help Desk at **780-427-8089** (toll free: 310-0000 + 780-427-8089) or consult the [HIA Guidelines and Practices Manual](#).

Additional resources on masking are also available on the [Alberta Netcare Learning Centre](#).

### Privacy and Security Breaches

An information privacy or security breach occurs when there is a violation of the HIA, the rules for accessing ANP information, or the privacy and security policies of the custodian. A breach can also happen if there is a failure or absence of required safeguards to prevent a loss of confidentiality, integrity or availability of information.

Authorized Custodians may use health information for the provision of a health service to an individual with whom they have a current care relationship. Any other use may be deemed a breach.

Penalties are in place under Section 107 of the HIA when health information is not properly safeguarded. This includes accessing information for purposes that are in contravention of the Act, including, but not limited to, accessing your own health information, or that of friends, family, or others *not* in your immediate care.

Alberta Health conducts monthly audits on access to ANP. Audits are done routinely, randomly and on the request of a patient, a custodian or their affiliates.

## Access

ANP access is based on your user role and profession. Users are only permitted to access information that is relevant to their role in the health system. This means that access and other security credentials are set up, so users have access to information on a need-to-know basis.

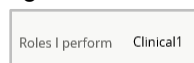
As an ANP user, you should know your assigned user role. This defines your permission level for accessing specific ANP functionalities, such as lab or medication information.

If you do not know your ANP user role:

- 1 Log into ANP.
- 2 In the left menu bar, click **Common**, then **My Details**.



- 3 Look in the “**Roles I perform**” box in the upper right corner to identify your user role.



## Important Notes

### REMINDER

NEVER share your ANP user ID and/or password. You are responsible for all access under your security credentials.

- Make sure you log out of ANP when you are not using it or when you leave a workstation unattended.
- Familiarize yourself with the Terms of Use and Disclaimer on the ANP login page.
- Only access the health information necessary to fulfill your job responsibilities and keep this information confidential.
- When printing information from a patient's EHR, follow the record management policies regarding the use and storage of these printouts.
- Regularly train your staff on protecting health information.