This quick reference provides an overview of Authorized Approver roles and responsibilities.

NOTE	ANP access is facility-based. Individuals working at multiple facilities need to register for ANP separately at each facility.

User Access Management

Authorized Approvers are responsible for authorizing and managing appropriate access and use of Alberta Netcare Portal (ANP) and related initiatives for staff at their facilities. User access management duties for Authorized Approvers include the following:

- Assign required level of ANP access
- Complete privacy and security training
- Request ANP access logs
- Report privacy and security breaches

ANP Access

In accordance with *Health Information Act* (HIA) regulations, the Authorized Approver is responsible for ensuring that ANP users only have access to the information required to perform their professional role. This includes:

- Familiarizing themselves with ANP access roles as defined in the Alberta Netcare Permission Matrix
- Requesting ANP access for users at their facility:
  - Online through Alberta Health Services (AHS) Identity & Access Management (IAM)
  - Or through the paper-based registration process via the Alberta Netcare User Registration Form (URF).
- Re-validating user access yearly to ensure access is correct and/or still required, and terminating user access when it is no longer required
- Monitoring user access to ensure adherence to HIA obligations and rules for accessing ANP
- Reviewing and updating user access information to ensure it is accurate and complete
- Complying with legislative and custodian policy obligations when collecting user information, while performing user access management duties

Privacy and Security Training

Custodians are responsible for the appropriate access and use of ANP by authorized users at their facility. ANP users must comply with the HIA and with the policies and procedures adopted by the custodian.

As the appointed custodian representative, the Authorized Approver is responsible for:

- Ensuring all authorized ANP users at the facility are aware of the rules for appropriate access and use
- Ensuring ANP users understand that a person who knowingly collects, uses or discloses health information in contravention with the HIA may be subject to criminal charges, fines, and/or disciplinary measures within their licensing or professional organizations
- Informing users that Alberta Health monitors and audits access to ANP for security and information protection purposes. By accessing ANP, users are expressly consenting to these monitoring activities.
- Ensuring all users are aware of what is considered a privacy or security breach and the facility's process to manage and report it
- Providing users with ANP learning materials such as the Alberta Netcare Learning Centre and learning modules.

Reporting Privacy or Security Breaches

An information security or privacy breach occurs when:

- There is a violation of the HIA
- There is a violation of the rules for accessing ANP information, or of the privacy and security policies of the custodian
- There is a failure or absence of required safeguards to prevent a loss of confidentiality, integrity or availability of information

Alberta

Examples of security incidents include:

- Unauthorized access of health information in ANP
- A missing laptop, personal digital assistant (PDA) or portable storage device containing health information
- A virus, spyware or malware infection impacting health information
- Disclosure of a user's ANP password or other authentication credentials

Responsibilities of the Authorized Approver regarding privacy and security breaches Include:

- Promptly reporting information security or privacy breaches through the defined breach reporting process to ensure incidents are properly managed, thereby isolating and minimizing the impact of adverse events
- Assisting in the investigation of potential information security or privacy breaches in ANP
- Acting as a liaison between Alberta Health and the custodian to report and provide status updates on incidents

NOTE	For important information regarding the HIA, privacy, security and confidentiality, and how to report a breach, visit the Alberta Netcare Learning Centre.

Auditing User Access to ANP

ANP information is protected and user access in ANP is monitored, tracked, and may be audited. Alberta Health may conduct investigations in case of suspected abuse or fraud. Types of audits that may be conducted include:

- Routine and random audits that are conducted on a daily, ongoing basis
- Audits by custodians who suspect inappropriate ANP use at their facility
- Audits by individuals who suspect a privacy and/or security breach involving their information
- Masked patient records that are accessed are automatically reviewed and audited.

Access logs play an important role in auditing user access, proactive monitoring, and responding to breach investigations.

Authorized Approvers can contact the HIA Help Desk or the Alberta Health Security team to request ANP access logs for their users.

Alberta Health will contact the Authorized Approver to obtain required details, such as the full name of the user and timeframe, to provide the specified access log to the custodian.

Key Contacts

eHealth Services Provider Support
For questions about managing ANP access

1-855-643-8649
eHealthProviderSupport@gov.ab.ca

HIA Help Desk
For information about the HIA

780-427-8089
hiahelpdesk@gov.ab.ca

Alberta Health Security Team
To report a breach or request an audit log

780-643-9343
AHSecurity@gov.ab.ca