

Alberta Netcare Newsletter

July 2025

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Initiative Spotlight

Protecting Patient Information: Alberta Netcare Masking

Albertans have the option of requesting that their health information in Alberta Netcare be "masked." This means an individual's health information will not be automatically visible when their record is accessed, except for demographic information such as first and last name, date of birth, gender and personal health number.

Custodian Responsibilities

Participating custodians who have a current care relationship with the requesting individual are required to discuss with them:

- The risks and benefits of masking
- How the patient's health information will be accessed for treatment and care purposes
- That unmasking may occur without consent in specific situations

How to Begin the Masking Process

To initiate a masking request, the health care provider must complete the [Application for Masking form](#). This document includes:

- Guidelines for submitting a request
- The formal procedure for applying or refusing a mask
- Required content for the patient discussion



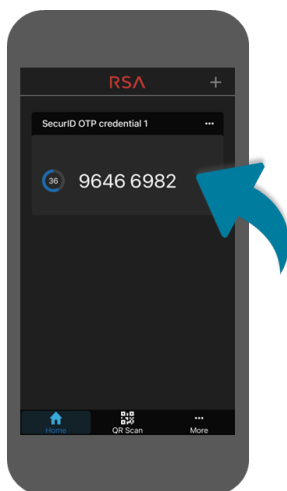
To learn more about masking, visit the [Alberta Netcare Masking Page](#).



Reminder Two-Factor Authentication: RSA SecurID Soft Tokens

*Be ready for what's
next—go mobile*

Starting **September 1st**, RSA SecurID soft tokens will be the default option for community users—supporting more secure, convenient and streamlined two-factor authentication for Alberta Netcare and related systems.



Need help activating your soft token?



[Watch Video](#)



[Read Quick Reference](#)

Tip: RSA tokens automatically deactivate after 180 days of inactivity. To keep your token active, log in regularly.



For more information about RSA SecurID tokens, visit the Alberta Netcare Learning Centre [RSA SecurID Tokens page](#).



Don't miss an update!

Bookmark the [Netcare Newsletter page](#) to stay informed.



Training & Learning Preparing the Next Generation of Netcare Users: Student Training

eHealth Student Education Services provides support to post-secondary institutions that introduces ANP and other Netcare related applications to future health care providers.

Providing students with early exposure and hands-on training helps prepare them to confidently integrate digital health tools into their future clinical practice.



Instructor- Led Training

Training sessions are tailored to the specific student role and typically run for 1.5 hours. The first half covers an overview of ANP along with key privacy and security concepts. The second half offers hands-on practice using the ANP Training Environment. Sessions are offered in-person or online via webinar.



*The webinar was
informative and
well-prepared.
Great
presentation!*

-U of A Student

Contact us if you're interested in booking a student training session or want to learn more.



Self-Directed Training

- [Netcare quick references and videos](#)
- [Netcare Learn by Role learning module](#)
- [Netcare live webinar or training video](#)



Support and Resources

Contact Us: Available Support Services and Weblink

eHealth Services Provider Support



1-855-643-8649



eHealthProviderSupport@gov.ab.ca



8:15 a.m. - 4:30 p.m. Monday - Friday

Privacy & security support:

- Alberta Netcare Privacy Impact Assessments (PIA)
- provincial Organizational Readiness Assessments (pORA)
- Information Manager Agreements (IMA)

Access & registration for:

- Alberta Netcare
- AHS Identity & Access Management (IAM)
- Community Information Integration (CII)/Central Patient Attachment Registry (CPAR)
- Real Time Integration (RTI)
- Immunization Direct Submission Mechanism (IDSM)
- Alberta Vaccine Booking System (AVBS)

Training for providers and students:

- Community Authorized Approvers
- Alberta Netcare Portal (ANP)
- AHS IAM
- eReferral
- AVBS & IDSM
- Password resets for AVBS



For a complete list of support contacts for help related to Alberta Netcare and associated systems and processes, visit the Netcare Learning Centre [Contact Us page](#).

Tell Us What You Think

What topics would you like to see in this newsletter? Take a moment to share your feedback.



[Complete the feedback survey](#)