

Alberta Netcare Newsletter

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Initiative Spotlight

eHealth Services Portal

The eHealth Services Portal is a new online tool that improves how health care staff request services and interact with eHealth Services programs. It offers a user-friendly experience, including:

- Online tools and information
- Online submission and tracking of service and support requests
- Online educational resources and learning materials for applications, privacy, and security

New - Knowledge articles now available: The portal now includes a resource library under Support & Resources, offering easy to follow, end user self-serve, how-to articles to help providers navigate Alberta Netcare and related applications. These articles answer common questions and help providers find information in real time.

Designed with providers in mind, the portal makes it easier to connect to health data systems and access the information needed to deliver care. The portal will continue to evolve, with additional features and learning materials added over time, in step with Alberta's digital health strategy.

➔ Access and bookmark the [eHealth Services Portal](#)



Reminders

For Netcare Authorized Approvers: Selecting the Correct User Role in AHS IAM



Please access the [Netcare AA Learning Module](#) for self-directed training or a refresher.

When provisioning Netcare access in AHS IAM, selecting the appropriate Netcare role and permission level is a critical step with privacy and security implications. Leaving the role field incomplete or selecting an incorrect permission set can result in inappropriate access and non-compliance with Netcare requirements.

Netcare Authorized Approvers are responsible for ensuring that each user's role accurately reflects their clinical or pharmacy responsibilities. Permission levels must align with the provider's actual duties and scope of practice.

Incorrect role selection may:

- Grant access that does not align with the user's responsibilities
- Delay or require rework to correct access assignments
- Create privacy and security compliance risks

How to Ensure Accurate Role Selection

- In AHS IAM, carefully review and complete all required role and permission fields.
- Use the [Netcare Permission Matrix](#) to confirm the appropriate role before submitting the request.
- Ensure the selected role aligns with the provider's clinical or pharmacy responsibilities.
- Do not select administrative or non-clinical roles for users who require Authorized Custodian access.



New Releases/ Features

Access for Out-of-Province Providers

Alberta is expanding access to Netcare for out-of-province health care providers practicing on the Saskatchewan side of Lloydminster.

Eligible providers are physicians, nurse practitioners, nurses, and pharmacists supporting Alberta patients who receive care across the provincial border.

Secure, role-based, read-only access to relevant health information in Netcare is enabled through eHealth Services onboarding and access management processes; governed by Alberta's privacy, security, and regulatory requirements.

Why This Matters

Some Alberta patients in Lloydminster receive care from providers on the Saskatchewan side of the border. Timely access to accurate health information helps reduce duplication, supports safer clinical decision-making, and improves continuity of care.

This initiative strengthens digital connections in the Lloydminster region and ensures health information is available to the right providers, at the right time. Learnings from this approach may help inform future expansion to other border communities.



Tips & Tricks

Community Encounter Digest (CED) and Patient Summary: Understanding the Difference

Alberta Netcare includes both the CED and the Patient Summary. While both tools support continuity of care, they differ in scope, timeframe, and use.

- The CED is a rolling 12-month snapshot summarizing key elements of care a patient has received from community clinics participating in the Community Information Integration (CII) program. It highlights recent clinical activity that may influence immediate care decisions. The CED is not intended to represent a complete medical history; rather, it provides a focused view of recent community encounters.
- The Patient Summary provides a longitudinal overview of a patient's health information. It compiles clinically meaningful data from multiple sources over time and is not limited to a specific reporting period like the CED. Its purpose is to offer clinicians a consolidated view of relevant history at the point of care.

Together, the CED and Patient Summary provide complementary perspectives—recent activity and longitudinal context—supporting informed clinical decision-making.

Helpful Tips for Everyday Use

- Start with the Patient Summary to quickly review key history.
- Review the CED to identify recent community clinic activity.
- Combine the Patient Summary, the CED, and other Netcare reports for a more complete clinical picture.



Support & Resources

For Netcare Users: Learn to Navigate Netcare by Role

Not all Alberta Netcare users access the same information—and the [Alberta Netcare by Role Learning Module](#) reflects that. This resource helps providers understand what information is available based on their role and how it supports their responsibilities within the circle of care.

Why this resource is helpful:

- Clarifies role-based access to Netcare information
- Supports appropriate use of health information
- Helps users get oriented or refresh their understanding

Understanding Netcare by role helps ensure it is used responsibly.

Connect With Us — eHealth Services Provider Support

We offer privacy and security support, access and registration assistance, training for providers, health care staff, and students.



1-855-643-8649



eHealthProviderSupport@gov.ab.ca



[eHealth Services Portal](#)