

Alberta Netcare Newsletter

May 2025

In this issue: Alberta Netcare Portal (ANP) in Daily Clinical Practice

This month, we're highlighting how ANP supports day-to-day clinical activities, helping providers work more efficiently, stay secure, and access the information they need to deliver great care.



Featured ANP Tools

Patient Quick View Dashboard

The Patient Quick View dashboard consolidates all the latest patient health information into a single, user-customizable view.

Patient data is organized into 6 panels: Event History, Laboratory, Diagnostic Imaging, Consults, Medications, and Immunizations.

This enables clinicians to quickly access key clinical details without navigating multiple screens.

[Learn more.](#)

ANP Messaging

Did you know? Select ANP users can send messages and clinical documents to other users through the application. [Learn more.](#)

Data Inquiry Submissions

If you suspect an issue with a patient's clinical data in ANP such as

- an incorrect result
- or a demographic mismatch on a test result

you can report it for review using the "Data Inquiry" button. [Learn more.](#)

ANP Roles & Permissions

Not all users see the same thing in ANP—and that's by design. User role assignment protects patient information by ensuring ANP users only have access to the information that is relevant to their function in the health system.

Not sure what your user role is?

1. Log into ANP
2. Go to **Common > My Details**
3. Check the **Roles I Perform** section in the top left

- New to Netcare? Find out which [digital health initiatives](#) are available for your role or complete the [ANP by Role Learning Module](#).
- If you're a Netcare Authorized Approver, review the [Alberta Netcare Permission Matrix](#) to ensure you're selecting the correct role when registering ANP users.



Resetting your ANP Password

Need to reset your ANP password? Contact the Provincial Service Desk at **780-924-0094** (toll-free: 1-877-931-1638) —available 24/7.

For password resets related to other applications, visit the [Contact page](#) to find the appropriate service desk.



Explore the Alberta Netcare Learning Centre

Everything you need, all in one place.

While the Learning Centre continues to evolve, its resources remain accurate, up to date, and ready when you need them. It's your one-stop resource for quick answers, learning tools, and who to contact when you need support.



Bookmark it today:

www.albertanetcare.ca/learningcentre

Staying Current and Connected eHealth Facility Maintenance

Ongoing maintenance of your facility's digital health initiative access is essential to keeping your organization current, compliant, and connected within the eHealth ecosystem.

What You Can Expect

If it has been some time since your last engagement with eHealth Services, we will reach out to support you in reviewing and updating privacy and security information, verifying user lists, updating custodian information, and any other key access requirements.



You may receive a **call** or **email** from our team (eHealthProviderSupport@gov.ab.ca).

Connect With Us

We offer privacy and security support, access and registration assistance, training for providers and students, and more.



1-855-643-8649



eHealthProviderSupport@gov.ab.ca



Personal Access Maintenance

• ANP Account

Log into your ANP account regularly—accounts expire after 180 days of inactivity (about six months).

If your access expires, contact your facility's Authorized Approver to request reactivation. For guidance, Authorized Approvers can use the quick reference [How to Reactivate an ANP Account](#).

• RSA SecurID Hard Token

If you use a physical (hard) token for two-factor authentication, remember to check the expiry date on the back of your token. Hard tokens expire every 5 years. If your token is expiring, ask your facility's Authorized Approver to request a replacement on your behalf.

• RSA SecurID Soft Token

Did you know? The RSA SecurID soft token is the default and preferred choice for users of Alberta Netcare applications. Soft tokens are more convenient and secure.

Pro Tip: RSA tokens automatically deactivate after 180 days of inactivity. To keep yours active, set yourself a monthly reminder to log in.

Tell Us What You Think

Help us improve this newsletter! Take a moment to share your feedback and ideas in a short survey.



[Complete the feedback survey](#)