

Alberta Netcare Newsletter

November 2025

In this issue

Initiative Spotlight

- Modernizing Access to Alberta Netcare

New Releases

- Mobile Health Cards
- Procedure Reports in MyHealth Records
- Newborn Screening & Audiology Results

Tips & Tricks

- Netcare Downtime Prep Kit

Support & Resources

- eReferral

Help shape the future of Alberta Netcare

Your feedback guides improvements that make Netcare more relevant and easier to use in supporting patient care. Take a few minutes to share your experience in our quick survey.



Complete the [Alberta Netcare Portal User Experience Survey](#).



Initiative Spotlight

Modernizing Access to Alberta Netcare

Important Information for All Netcare Users

The governance framework for Netcare is modernizing with the amendment of the *Health Information Act* (HIA) and the Electronic Health Record (EHR) Regulation, to enhance system access and use while continuing to maintain strong privacy protections.

As part of this modernization, all paper-based Information Manager Agreements (IMAs) will be discontinued. They will be replaced by the new *Access to the Alberta Electronic Health Record (Alberta Netcare) Declaration*, which custodians will accept digitally when logging into Netcare. Effective December 1, 2025, custodians—such as physicians, nurse practitioners, and pharmacy licensees—will be presented with a pop-up prompting them to accept this new declaration. Acceptance is required to complete login; declining will prevent Netcare access. Other users (e.g., nurses and administrative staff) will not be required to accept the declaration and will remain covered by the disclaimer on the login page.

For additional details about this change and what it means for custodians, see [EHR Regulation page](#) on the Netcare Learning Centre.



New Releases

Mobile Health Cards

As of August 29th, 2025, Albertans 14 years or older can now obtain their own mobile health card. Parents or guardians of children under 14 will need to submit a request through MyHealth Records to have their child's mobile health card added to their Alberta Wallet. A verified Alberta.ca Account is required to access the Alberta Wallet and get a mobile health card. [Alberta Wallet Support page](#).

The mobile health card can be shared with someone such as a spouse or partner. For more information about accessing mobile health cards, including children's cards, visit the [My Health Records Video Playlist](#).

Procedure Reports in MyHealth Records

Reports visible in the *Operative, Procedure and Investigation* (OPI) folder in Netcare are now available to patients in MyHealth Records via My Personal Records.

Albertans have the option to view Netcare content in My Personal Records or only self-entered items.

Report History

Reports dated November 3, 2024 and later are available. Additional report history will be made available in 2026.



Don't miss an update!

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

Newborn Screening & Audiology Results

New on Netcare

As of October 16, providers can review newborn screening and audiological diagnostic results on Netcare, making it easier to support parents.

Providers can help by speaking to parents about the importance of screening and encouraging them to attend follow-up appointments. Early detection and timely intervention is crucial to optimizing language, brain development and overall health outcomes for infants with hearing loss.

All infants born in Alberta are offered screening for permanent congenital hearing loss by Primary Care Alberta through the [Early Hearing Detection & Intervention Program](#). A referral is not required for hearing screening.



We want to hear from you! *eHealth Services: Your Partner in Care*

eHealth Services Provider Support assists community providers and facilities with setup, access, training, and technical support for Netcare and related systems—ensuring smooth adoption and use of digital health tools. We're committed to improving our services. Share your feedback to help us improve!



[Provider Support](#)
[Feedback Survey](#)



Tips & Tricks

Netcare Downtime Prep Kit

Plan Ahead

System outages can happen. Stay prepared with the [Netcare Downtime Prep Kit](#). This toolkit helps your facility maintain safe, uninterrupted patient care when Netcare and related systems are unavailable.

Use the kit to document your downtime procedures, list key contacts (like IT support and labs), and outline how to manage manual workflows until systems are restored. Keep it updated and accessible so everyone on your team knows what to do during a downtime event.



Support & Resources

eReferral

Connecting Providers and Specialists

eReferral is Alberta's secure electronic referral management system within Netcare. It enables authorized users to create, submit, track, and manage referrals digitally, replacing paper and fax processes.

eReferral automatically populates referral forms with existing information from Netcare — such as demographics and diagnostic imaging — allowing users to save drafts, verify completeness, and track each referral from submission through triage to appointment scheduling.

Providers can submit an eConsult for non-urgent medical questions, typically answered by a specialist within five calendar days, or a referral for non-urgent requests for in-person specialist appointments.

Explore eReferral Learning and Support

Providers—and those submitting referrals on their behalf—can access eReferral information and resources on the Netcare Learning Centre.

- [For Referring Providers](#)
- [For Receiving Providers](#)
- [For Triage Users](#)

Need additional support? Sign up for a live eReferral webinar: [Tuesdays at 12:00 pm](#).

Connect With Us — eHealth Services Provider Support

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