

Alberta Netcare Newsletter

September 2025

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Help shape the future of Alberta Netcare Portal (ANP)

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



Complete the [ANP User Experience Survey](#)



Initiative Spotlight

Connecting Patients to their Health Information: **MyHealth Records**

What is MyHealth Records?

MyHealth Records is a service, accessible via the MyHealth Alberta portal using a verified Alberta.ca Account username and password. This service allows access to a variety of tools including:

- My Personal Records
- MyChart

Learn More - [General Information for Healthcare Providers](#)

Why MyHealth Records matters for Providers

Encouraging patients to use MyHealth Records helps them stay engaged in their care, reduces phone calls for routine results, and improves continuity between patients and their care teams.



Inform Patients

MyHealth Records informational postcards are available. Contact myhealthrecords@gov.ab.ca to request copies of the postcard for your clinic. Make sure your request includes complete address information (including postal code), a contact number (including area code), and the number of postcards you need.

A **MyHealth Records poster** is also available for print and display at your clinic. (Copies of the poster are currently not available for mail-out)



New Release

New Health Card for Albertans

A new health card option is being made available to Albertans registered with the Alberta Health Care Insurance Plan, in addition to the current paper health card.



Starting **August 29th, 2025**, Albertans will have the option of obtaining a mobile health card through the Alberta Wallet, providing Albertans with the ease and convenience of online technology. To access the mobile health card, Albertans will need a verified Alberta.ca Account and a MyHealth Records account.

What This Means for Providers

Encouraging patients to register can lead to more efficient visits.

Some health providers will have the ability to scan the QR code presented on the mobile health card. It is important that health providers continue to confirm the information on each patient's personal health card matches their identity document even when they are able to scan the QR code.

Getting Started

The Mobile Health Card is available through MyHealth Records, which is accessed using Alberta.ca account credentials. Albertans can register at account.alberta.ca.



[Get a Mobile Health Card](#)

Note: If Albertans choose to obtain a mobile health card, they may retain their paper health card, however they will no longer be able to request a replacement paper health card.



Reminders

Two-Factor Authentication: RSA SecurID Soft Token Now the Default

As of September 1st, the RSA SecurID soft token is the required option for community users—supporting more secure, convenient and streamlined two-factor authentication. The soft token default applies to new users who require a new token or existing users ready for a token renewal. Users currently using a hardware (hard) token can continue using it until the expiry date listed on the back.

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

Helping Patients Navigate: Vaccine Preordering

In August 2025, the Alberta Vaccine Booking System (AVBS) introduced a new pre-order functionality for vaccines, accessible through a dedicated button on the AVBS landing page or at bookvaccine.alberta.ca/vaccine/s/preorder.

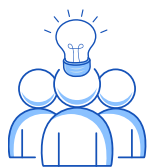
Note: Pre-ordering does not guarantee a vaccine. As part of the targeted fall/winter COVID-19 immunization program, public health nurses must complete a clinical risk assessment for each individual seeking a vaccine to determine their eligibility for a free COVID-19 dose.

Community Users Accessing Files Stored in AHS' Cloud Storage

Beginning September 17, 2025, the login process for Community Users will change when accessing files stored in AHS cloud storage, i.e., SharePoint Online, Microsoft Teams, and OneDrive.

If prompted, a new login email and multifactor authentication (MFA) will be required. Your password will not change. You will need to set up MFA if you haven't already. Step-by-step instructions on how to set up multifactor authentication begin on page 4 of the [Multi-Factor Authentication User Guide](#).

If you are not accessing files stored in AHS' cloud storage as a Community User, this change will not impact you and you will not need to set up multifactor authentication.



Tips & Tricks

See How Far Back Records Go: Using the Data Availability Table

Need to pull together historical information for a new patient? The [Data Availability Table](#) makes it easy.

This dynamic, up-to-date index is accessible right from the Alberta Netcare Portal login page and outlines:

- Which types of patient records are available (e.g., labs, immunizations, prescriptions, diagnostic imaging, event history).
- Exactly how far back those records go.

From this document you can also access the [Community Information Integration \(CII\) Data Availability Table](#) which outlines CII data availability by clinic and report type.



Did you Know?

Alberta's journey toward today's Netcare electronic health record began in 1997 with the launch of Alberta Wellnet. Its first big step was the Seniors Drug Program (1999), which gave hospitals and physicians secure access to seniors' medication histories—laying the groundwork for Netcare.

Source: Alberta Health, "*An Overview of Alberta's Electronic Health Record Information System (EHRIS), April 2015.*" Available on the Alberta Netcare website: [An Overview of Alberta's EHRIS \(PDF\)](#)



Support & Resources

Learning How to Manage your Alberta Netcare Portal (ANP) Account

Make ANP Work for You

Customize your ANP experience by tailoring your homepage and personal preferences. On the homepage, you can add, remove, or rearrange windowlets—such as custom patient lists or the patient search tool. You can also manage key settings like your password, inactivity timeout, and notification email by opening My Details from the clinical portal menu. Learn more:

[How to Configure and Navigate the Homepage](#)

[How to Customize User Preferences](#)



Featured Learning Module:

How to Manage Your ANP Account

This module is designed for prospective ANP users. By the end of this overview, you will understand how your account is set up, the key features you will manage, and what to expect once you log in for the first time.

[Start the Learning Module](#) ➔



eHealth Services will have a booth at this year's **Commitment to Care Conference** for chiropractors. If you'll be attending, stop by to learn more about our services.

Connect With Us

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



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eHealthProviderSupport@gov.ab.ca

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[Complete the feedback survey](#)