

Alberta Netcare Newsletter

 **September 2026**

Initiative Spotlight

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- Provincial Electronic Referral Solution (ERS)
- Preventative Health Testing Reimbursement Now Available Through MyHealth Alberta Account

Tips & Tricks

- Practice Anytime: Netcare Training Environment
- Get Live Support: Join a Weekly Webinar

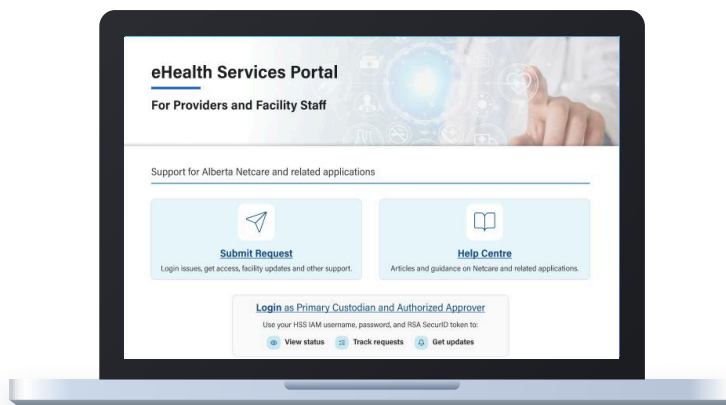


EXPLORE THE eHealth Services Portal

The eHealth Services Portal gives providers and facility staff one convenient place to access eHealth Services.

- Submit service requests, including Netcare facility onboarding
- Get support through the Help Centre
- Find guidance for Netcare and related applications.

As fall gets busier, the Portal makes it easier for providers and facility staff to find information and get support faster. Get familiar with it now and make it your go-to destination for common eHealth needs.



[Visit the Portal](#) 

Primary Custodians and Authorized Approvers can securely log in using their HSS IAM credentials to track their requests.

STILL USING AN RSA HARD TOKEN?

You don't have to wait for your hard token to expire—make the switch early! The RSA soft token provides convenient authentication directly from your mobile device. To switch to a soft token, contact eHealth Services Provider Support at **1-855-643-8649**.



Reminders

SELECT CURRENT FACILITY WHEN LOGGING INTO NETCARE

If you work at multiple facilities, select your current location each time you log in to Netcare. This helps ensure appropriate access, privacy, and security.

Facility Selection

Please select your current facility from the list below:

Electronic Health Record Test Physician Office [WDF. ▼]

OK

Cancel



New Releases/Features

NEW IN NETCARE: UPDATED STANDARDIZED FAST LETTER OPTIONS

The *Create and Attach Letter* function in Netcare's Referral application is used by the [Facilitated Access to Specialized Treatment \(FAST\) Program](#) to send referral letters to referring and receiving providers. Three new standardized letters are now available to support consistent communication when FAST referrals are forwarded or remain incomplete:

- Referral Forwarded – Specialty Office Not on FAST
- Referral Forwarded – Specialist Not on FAST
- Referral Incomplete – Second Notice



STAY CURRENT WITH NETCARE RELEASE NOTES

Check the latest Netcare release notes at albertanetcare.ca/releasenotes for recent enhancements, fixes, and updates. Access them anytime online or from Netcare login page.

PROVINCIAL ELECTRONIC REFERRAL SOLUTION (ERS)

ERS is designed to help Albertans access specialty care more efficiently by reducing referral delays, transcription errors, and reliance on faxing.

For providers, ERS enables referrals to be submitted directly from an EMR, with confirmation that the referral has been received and is being processed. For Albertans, future functionality will provide greater visibility by allowing them to track referral status through their MyHealth Alberta Account.

ERS is currently available to Healthquest users submitting surgical referrals through the [FAST Program](#) and will expand to additional EMRs, specialties, and features over time.

PREVENTATIVE HEALTH TESTING REIMBURSEMENT NOW AVAILABLE THROUGH MYHEALTH ALBERTA ACCOUNT

Albertans who pay for eligible preventative health testing and later receive a new cancer diagnosis may qualify for reimbursement through the Government of Alberta.

Claims can be submitted by paper form or online through [MyHealth Alberta Account](#), under the **Services** tab, where Albertans can complete the claim and upload supporting documents.

For eligibility, required documents, and submission instructions, direct patients to the [Preventative Health Testing page](#) on Alberta.ca.



Tips & Tricks

Make the most of eHealth Services training



PRACTICE ANYTIME: NETCARE TRAINING ENVIRONMENT

For Netcare users, the Training Environment offers a safe place to build confidence without affecting real patient information. Explore functionality, practice workflows, try unfamiliar features, and refresh your skills before using the live system.

To log in:

1. Access the remote network using your RSA token to reach the Netcare login page.
2. Select *Training Environment* from the left menu.
3. Choose a username from the table that matches your clinical role.
4. Enter *Training4321* as the password.



GET LIVE SUPPORT: JOIN A WEEKLY WEBINAR

Live, instructor-led eHealth Services webinars give providers and clinic staff the opportunity to see system functionality in action, learn key workflows, and ask questions in real time.

Live training is available for

- **Netcare users** (overview of functionality)
[Wednesdays 12:00 pm](#)
- **Netcare Authorized Approvers**
[Thursdays 12:00 pm](#)
- **eReferral users** (referring providers)
[Tuesdays 12:00 pm](#)



Connect With Us

eHealth Services Provider Support

Phone: 1-855-643-8649

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Online: ehealthservicesportal.alberta.ca