

Alberta Netcare Newsletter

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Initiative Spotlight

- eHealth Services Portal

Reminders

- Netcare Authorized Approvers: Select the Appropriate User Role in AHS IAM

New Releases/Features

- Access for Out-of-Province Providers

Tips & Tricks

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

Support & Resources

- Netcare Users: Learn to Navigate Netcare by Role



Initiative Spotlight

eHealth Services Portal

The eHealth Services Portal is a new online platform that makes it easier for health care providers and staff to request services and connect with eHealth Services. Designed with users in mind, the portal offers a streamlined experience and access to tools and information for Alberta Netcare and related applications.

What You Can Do in the Portal

- Submit and track service and support requests online
- Access helpful tools and information
- Explore resources and learning materials on applications, privacy, and security

New: Knowledge Articles Now Available

Knowledge articles are now available under **Support & Resources**. These self-serve “how-to” articles help providers and health care staff navigate Alberta Netcare and related applications. The articles address common questions, provide step-by-step instructions, and help users find answers in real time.

The portal will continue to evolve, with new features and learning materials added in alignment with Alberta’s digital health strategy.

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



Reminders

Netcare Authorized Approvers: Select the Appropriate 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 unsuitable 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 reflects their clinical or pharmacy responsibilities. Permission levels must align with the provider's actual duties and scope of practice.

Inappropriate 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 Appropriate 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.



Support & Resources

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 and health care staff 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



Please note the recent name changes for the following Service Desks

Primary and Preventative Health Services - Service Desk

(Previously Provincial Service Desk)

Health Shared Services IT Service Desk

(Previously AHS IT Service Desk)

Contact details and services, including telephone numbers, remain the same.

For contact information, visit our [Contacts](#) page.

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



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[eHealth Services Portal](#)