WHAT IS THE ALBERTA NETCARE EHR?

Alberta Netcare is the single name for all the projects and activities related to Alberta's Electronic Health Record (EHR). It is a large and multi-faceted program involving many groups of authorized health care providers across the province and the development of many interrelated components, programs and services. The Alberta Netcare Portal viewer provides access to this integrated province-wide electronic health record solution.

WHAT INFORMATION IS INCLUDED?

Data elements captured from patients' clinical records include:
- laboratory test results, diagnostic imaging text reports and other transcribed clinical reports;
- medications recorded by prescribers and/or dispensed by community-based pharmacies;
- known allergies and intolerances;
- patient hospital admission and discharge history log;
- immunizations; and
- personal demographic information to uniquely identify each patient.

The Alberta Netcare EHR also offers several decision support tools including:
- a warning management tool that alerts clinicians to drug-to-drug and drug-to-allergy interactions and provides both duplicate therapy and drug dosage alerts;
- the First DataBank Inc. drug database;
- drug monographs and patient handouts; and
- links to related information such as Clinical Practice Guidelines (CPG) from the Alberta Medical Association.

WHO CAN ACCESS THE ALBERTA NETCARE EHR?

Only authorized custodians (and their affiliates) can access patient records. Access is based on user role and profession. This means that access permissions and other security credentials are set up so that users have enough information to do their jobs, while ensuring that information is accessed only on a "need-to-know" basis.

WHERE TO GO FOR MORE INFORMATION

A number of resources are available to Alberta Netcare EHR users:

For more information about the *Health Information Act* (HIA), contact: HIA Help Desk at 780-427-8089, toll-free at 310-0000-780-427-8089 or e-mail hiahelpdesk@gov.ab.ca.

For more information about the *Privacy Impact Assessment* (PIA), contact: Office of the Information and Privacy Commissioner of Alberta at 780-422-6860, toll-free at 1-888-878-4044, e-mail generalinfo@oipc.ab.ca or visit their website at www.oipc.ab.ca.

For more information about *enrolling in Alberta Netcare,* contact: Alberta Netcare Enrollment Line at: 1-866-756-2647 or 780-642-4082, e-mail health.ehrdeployment@gov.ab.ca or visit our website at www.albertanetcare.ca.

Alberta Netcare
ELECTRONIC HEALTH RECORD
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Better Patient Information.
Better Care Decisions.

Alberta Health

Alberta Netcare
ELECTRONIC HEALTH RECORD

An Implementation Guide for Physicians

How to bring the Alberta Netcare Electronic Health Record into your facility

Better Patient Information.
Better Care Decisions.

WHAT ARE THE BENEFITS AND IMPACTS ON MY PRACTICE?

The Alberta Netcare EHR is a secure lifetime record of an Albertan's key health information. It is not a patient's full health or medical record, but provides the ability to:

- access up-to-date information at the point of care;
- view patient demographics;
- view specific lab results, flowsheets and chart lab values to spot trends;
- prescribe electronically and view a patient's current Medication Profile;
- search for a patient's Unique Lifetime Identifier (ULI) or Personal Health Number (PHN) and verify Alberta Health Care Insurance Plan eligibility; and
- organize records into easy-to-locate patient lists.

The Alberta Netcare EHR helps improve the quality and safety of patient care by:

- providing more up-to-date and more accurate core medical information about a patient, which reduces the possibility of medical error;
- providing this information at the point of care, which reduces delays in treatment;
- streamlining the secure sharing of health information and building a common understanding of the patient's health condition; and
- preventing the duplication of tests, unnecessary treatments and adverse events, such as harmful prescription drug interactions.

HOW DO I IMPLEMENT THE ALBERTA NETCARE ELECTRONIC HEALTH RECORD?

The implementation of the Alberta Netcare EHR occurs over four phases. Your Transition Coordinator is available to guide you through this process.

Phase 1 **ensures your readiness to implement Alberta Netcare within the security, privacy and technology guidelines set by government and regulatory agencies. This involves:**

- reviewing the EHR Information Exchange Protocol and the custodian completing an Information Manager Agreement (IMA). The Information Exchange Protocol outlines specific rules for the collection, use and disclosure of information through the EHR;
- completing the Privacy Impact Assessment (PIA) for acceptance by the Office of the Information and Privacy Commissioner (OIPC). As a participant in the Physician Office System Program (POSP), you can receive assistance with your facility's PIA;
- completing the provincial Organizational Readiness Assessment (p-ORA)—a minimum set of administrative, technical and physical security requirements that community sites (clinics, pharmacies, doctor's offices, etc) must meet; and
- completing a technical site assessment to ensure hardware, software and network requirements are met.

Phase 2 **identifies roles and responsibilities and prepares your practice for the implementation of the EHR. This involves:**

- completing the Terms of Reference that define roles and responsibilities (e.g. Access Administrator), implementation process and timelines;
- conducting a workflow assessment for implementation of the EHR;
- completing Access Administrator and User Registration forms for your site; and
- testing and confirming your system's connection with the Alberta Netcare EHR.

Phase 3 **consists of training and "going-live". This involves:**

- each authorized staff member receiving training tailored to their permission level and job role;
- a review of how the EHR is incorporated in your facility's workflow; and
- distribution of user IDs, passwords and RSA SecurID® remote access fobs.

Phase 4 **is a post-implementation period involving follow-up and support. Your feedback will also be solicited six to eight weeks after implementation of the EHR at your facility.**

Ongoing support is always available for the Alberta Netcare EHR user community through: the Transition Coordinators, the provincial/Alberta Health Services Help Desks, the Alberta Netcare Portal Login page and the Learning Centre.
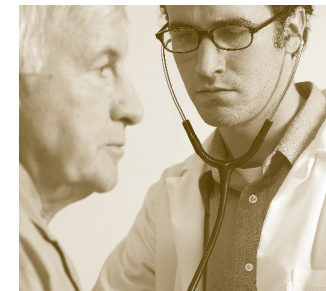
WHAT ARE SOME TYPICAL NEW USER QUESTIONS?

How much will it cost?
There is no cost for the use of this application; however, there may be a cost if a facility requires additional technical and network configuration.

What is the timeframe for implementation?
Once the Privacy Impact Assessment (PIA) and provincial Organizational Readiness Assessment (p-ORA) are accepted, and the facility meets technical and security requirements, implementation occurs within approximately four to six weeks.

Do I have to give up my office Electronic Medical Record?
No—the Alberta Netcare EHR can be used as a supplementary information tool, or in some instances it can be integrated into an existing system configuration. Implementation steps and timeframe may vary. Please contact the Alberta Netcare EHR Transition Coordinators for more information.