Alberta Electronic Health Record (Alberta Netcare Portal) (ANP) Modernization

October 21, 2025

Starting October 21, 2025, updates to the *Health Information Act* expand how you can use ANP. You may now use Netcare information for patient care, service eligibility, quality improvement, investigations, and certain education and research purposes.

If you are applying as a new custodian, you must meet updated requirements: demonstrate privacy and ethical standards through your regulatory college, implement organizational safeguards, complete a Privacy Impact Assessment, and comply with technical and security standards.

There will be a new **Access to Alberta Netcare Declaration.** Custodians must accept the declaration the first time they login (after activation on December 1st) and in future if substantial changes are made to the declaration. Acceptance is mandatory to access ANP. Acceptances will be logged for accountability.

Support:

eHealth Services Provider Support: 1-855-643-8649 (eligibility, technical, access issues)

HIA Help Desk: hiahelpdesk@gov.ab.ca or 780-427-8089 (compliance, regulatory questions)

Additional guidance and resources are available on the EHR Regulation and Health Information Act (HIA) pages of the Alberta Netcare website.