

**we can
help**

Alberta Netcare's eHealth Support: We are here to help

If you ask Alberta Netcare's eHealth Support team what they do, be prepared for a long answer. They are a busy team.

By Verica Jelic

WHO ARE WE?

The eHealth Support Services (eHSS) Team is a dynamic and diverse team of consultants, subject matter experts (SMEs) with various backgrounds and experience, including health care professionals (nurses, pharmacists, lab technicians, etc.), change management and privacy/security experts. We are a capacity based team that strives to fulfill the current and future needs of Alberta Netcare users



Team members Tara England and Penny Woytas answer questions at conferences.

and the implementation of numerous related eHealth initiatives, including eReferral.

WHAT SERVICES WE PROVIDE?

eHSS team provides support, focusing on community health care clinics and pharmacies, in implementing, using and optimizing Alberta Netcare in their clinical practice. Access to Alberta Netcare is driven by

the Health Information Act (HIA), requiring privacy and security compliance, of which support is provided by the eHSS Team, enabling authorized users in their role to use the provincial electronic

health record. The eHSS team provides in person group training, remote webinar sessions, workshops and ad hoc training, to ensure that users get the most value when using Alberta Netcare in their daily practice while providing patient care.

eHealth team is also involved in supporting a number of eHealth initiatives that improve ways the health care professionals use and access health information when providing patient care. Some of the key projects that the eHSS team is involved in from the change management, privacy/security, communication and implementation perspective are: 1) pharmacies sending dispenses to Alberta Netcare in real-time; 2) enabling registration to access Alberta Netcare using Identity Access Management system; 3) community clinics contributing their patients' health information to Alberta Netcare; 4) in addition to physicians, pharmacists and nurses in community setting, expanding Alberta Netcare access to other professions. Very recent additions to the list of health care professionals are optometrists, chiropractors and dentists; 5) eReferral...and many more.

HOW WE SUPPORT eREFERRAL?

eHSS eReferral subject matter experts are involved in the development phases of future eReferral releases, using their clinical background to contribute at the design phase, during functionality testing for upcoming releases, including the key role of supporting staff at the clinic with their workflow mapping, when adopting eReferral. The eHSS team train new users of eReferral, provide demos at specialty engagement meetings and attend conferences and workshops to promote eReferral.

The eHSS eReferral SMEs and team create and continuously update all the eReferral training materials and tools, such as the eReferral



user guide and eReferral quick reference documents; available 24/7 to Alberta Netcare users at [eReferral website](#).

To find out more information about eHealth Support and our services, please contact eHealth Support Services at 1-855-643-8649 or email eHealthsupport@cgi.com.