Assessment of Implementation Report

Alberta Health

Electronic Health Records

(October 2009)

Summary of Recommendations

In January 2021, we completed our assessment of implementation from our October 2009 audit of Alberta Health's *Electronic Health Records* (Alberta Netcare).[70] We found that the recommendation has been implemented:

IMPLEMENTED Recommendation:
User access management

Introduction

In 2009, we audited whether the Department of Health had appropriate controls to prevent unauthorized access to Albertans' health records (Netcare).[70]

We found that:

- user access management policies were not consistently followed
- many terminated users still had access
- there was no process in place to review active accounts

At the conclusion of our 2009 audit, we recommended the department ensure that its user access management policies are followed and that user access to health information is removed when access privileges are no longer required.[71]

In 2013, we performed a followup on several other recommendations from our 2009 report. At that time, we found the recommendation on user access management was not yet ready for us to assess.[72]

[70] Alberta Netcare, also known as the provincial Electronic Health Record (EHR), is a system accessible to health professionals and contains Albertans' personal health information.

[71] *Report of the Auditor General of Alberta—October 2009*, page 80.

[72] *Report of the Auditor General of Alberta—October 2013*, page 67.

Recommendation:

User access management

IMPLEMENTED

Context

During our 2009 audit, we found the department was not reviewing user access in Netcare and access was not always suspended or disabled when no longer needed.

Our current findings

We examined the process the department has in place to make sure its policies requiring that only the right people have access to Albertans' electronic health records are followed. We also analyzed access permission data to make sure that system users are removed when they no longer need to access health records.

We found the department:

- developed processes to certify that system users need access to do their jobs
- periodically checks whether users understand their responsibilities for system use and access
- automatically flags users who have not accessed the system within 180 days to investigate whether or not they still need access