

MY HEALTH CARE PROVIDER REFUSED TO HELP ME BECAUSE I REQUESTED THAT MY eHR VIEWER INFORMATION BE MASKED. DOES HE/SHE HAVE THAT RIGHT?

Yes. If, in a health care provider's professional opinion, they cannot recommend a particular course of treatment because all of your personal health information cannot be viewed, the health care provider may refuse to provide or recommend treatment. If your information is masked, you may give a specific health care provider consent to view your eHR Viewer record. This would still ensure that your information stays masked and unavailable to other users.

WHAT IF I CHANGE MY MIND AND I NO LONGER WISH FOR MY INFORMATION TO BE MASKED?

If you choose to reverse your decision to mask your eHR Viewer record, please contact the eHealth Privacy Service. Once the request has been received and processed, your eHR Viewer record will be available for authorized health care providers to view as needed.

CAN I FIND OUT WHO HAS LOOKED AT MY eHR VIEWER RECORD?

Yes. You may request a report of who has looked at your eHR Viewer record.

All views of personal health information are tracked including the name of the health care provider who viewed the information, the time and date the information was viewed and the information that was viewed.

If you would like to request a report of who has viewed your eHR Viewer record, please contact the eHealth Privacy Service. Once the request has been received and processed, a report will be sent by mail.

CAN I REQUEST A COPY OF MY eHR VIEWER INFORMATION?

Yes. Under HIPA you have a right to request access to your personal health information. If you would like a copy of your eHR Viewer record, you will need to talk to your health care provider. Or you may contact the eHealth Privacy Service.

WHAT IF I WANT TO CHANGE THE INFORMATION IN THE eHR VIEWER?

Under HIPA you have a right to request an amendment to the information in the eHR Viewer. If you would like to amend your eHR Viewer record, you will need to talk to your health care provider. Or you may contact the eHealth Privacy Service which will review all requests and consult with the source of the information if necessary and get back to you.

WHAT IF I HAVE A COMPLAINT OR CONCERN ABOUT MY PRIVACY AND THE eHR VIEWER?

If you have questions or concerns regarding your personal health information, or its use, please talk to your health care provider or contact the eHealth Privacy Service. If the eHealth Privacy Service is unable to resolve your complaint or concern to your satisfaction, you may contact the Saskatchewan Office of the Information and Privacy Commissioner which oversees HIPA. The Saskatchewan Office of the Information and Privacy Commissioner can be contacted at: (306) 787-8350, or toll free (within Saskatchewan) at 1-877-748-2298 or by email at webmaster@oipc.sk.ca.

CONTACT US

To request a mask, change your information, make a complaint, view your records, or learn who has looked at your records, contact the eHealth Privacy Service.

1-855-EHS-LINK (347-5465)
privacyandaccess@ehealthsask.ca
www.eHealthSask.ca



Your Health Information: Private and Secure



WHAT IS THE eHR VIEWER?

The eHR Viewer is a secure web-based computer program that allows health care providers to access a variety of clinical information such as your lab results, your prescription information or your immunization history.

IS MY PERSONAL HEALTH INFORMATION SAFE AND CONFIDENTIAL?

Your personal health information is confidential and regional health authorities, the Saskatchewan Ministry of Health, and eHealth Saskatchewan take great care to protect it. Information is kept in strict confidence and is used or disclosed only as authorized or required by law. Privacy safeguards outlined in *The Health Information Protection Act* (HIPA) apply to the information in the eHR Viewer.

HOW SAFE AND CONFIDENTIAL IS MY PERSONAL HEALTH INFORMATION?

The following safeguards are in place to ensure only health care providers involved in your care can view your personal health information:

- All health care providers are made aware of their responsibilities and agree to maintain the confidentiality of information and use it only on a need-to-know basis.
- All views of your information are tracked and recorded for audit purposes. You can request a printout of who has viewed your personal health information in the eHR Viewer.
- You are able to mask your eHR Viewer record. When you mask your record, you make arrangements to hide it from view, but the information can still be accessed in an emergency or with your consent.

In addition, strict security safeguards are in place. There are policies, practices, and computer systems that are designed to protect information from unauthorized use, error, and loss. Use of the eHR Viewer is restricted to health care providers involved in your care and treatment and their designated staff members only. In addition, high-quality network security is in place, and all electronic messages are encrypted.

The eHR Viewer brings clinical information together from many sources and presents it to health care providers in a consolidated view. It also provides tools to health care providers to assist in analyzing the results of your tests and the interaction of the prescription medications you may be taking.

eHealth is accountable under HIPA for ensuring appropriate safeguards are in place to protect your personal information in the eHR Viewer. eHealth works closely with the sources of the information to ensure appropriate safeguards are in place when information is transferred between systems.

WHY IS MY PERSONAL HEALTH INFORMATION BEING COLLECTED?

Information is collected to support the care and treatment of individuals seeking health services in Saskatchewan.

WHAT PERSONAL HEALTH INFORMATION IS IN THE eHR VIEWER?

The eHR Viewer allows health care providers to have quick and easy access to important information to provide you with the best possible care. For example:

- Your prescription information
- Your lab results
- Your immunization history
- Your chronic disease information

To see a complete list of information, visit eHealth Saskatchewan's website at www.ehealthsask.ca. New information is being added on a regular basis.

WHO CAN SEE MY PERSONAL HEALTH INFORMATION IN THE eHR VIEWER?

Only members of the health care team involved in your care may view your information in the eHR Viewer. This may include physicians, pharmacists, nurse practitioners and their designated staff. All of these health care providers will have completed an approval process by eHealth Saskatchewan and are aware of the importance of the privacy of personal health information.

IF I DON'T WANT MY PERSONAL HEALTH INFORMATION TO BE VIEWED OR SHARED BY HEALTH CARE PROVIDERS, WHAT DO I DO?

While there are many benefits to the eHR Viewer, it is recognized that some people may not be comfortable with the electronic sharing of their personal health information. You may choose to mask your personal health information in the eHR Viewer. Masking means that your information will not be able to be viewed.

WHAT IS MASKING?

When health care providers log onto the eHR Viewer and select a record that is masked, the health care provider will be prevented from seeing any health information, unless:

- You give consent: At any time, you may give a health care provider your consent to view your masked information for one day, one week, one month, or one year.
- In an emergency situation, when you are unable to provide consent: This would allow a health care provider to view your personal health information in an emergency (e.g. you are unconscious or unable to provide consent due to illness). The information could be life-saving in these circumstances.
- Dangerous use of prescription drugs is suspected: A list of drugs has been developed in consultation with the regulatory bodies that license physicians, pharmacists, and other prescribers. Health care providers may need to see your information when considering prescribing or dispensing one of these drugs because there is potential for harm if these drugs are used inappropriately.
- Your personal health information is required by law: For example, your health information is subpoenaed or required under *The Public Health Act, 1994*.
- A health care provider needs to view the information to correct, verify or complete information for a previously provided health service: For example, in order for some lab tests to be completed, a lab must have a test result that is performed elsewhere.

A potential option is a full block which prevents viewing of any information in the eHR Viewer under any circumstances.