

Panorama

Information about the collection, privacy and use of your personal health information

The Saskatchewan Ministry of Health, the Athabasca Health Authority (AHA), the Saskatchewan Health Authority (SHA), eHealth Saskatchewan, Indigenous Services Canada (ISC) and the Northern Intertribal Health Authority (NITHA) are committed to the protection of your personal health information (PHI). Your information is treated confidentially, securely and in accordance with the legal framework of *The Health Information Protection Act* (HIPA) and *The Public Health Act, 1994*.

This document explains how your personal health information (PHI) informs you about the ways in which your PHI is collected, used and disclosed, in relation to public health services and surveillance. Further, it outlines your privacy rights and our obligations when collecting, using and disclosing your PHI that is stored in Panorama.

What is Panorama?

Panorama is an electronic health record system that securely stores PHI; it allows authorized public health staff to document public health services you may receive in Saskatchewan. Panorama includes immunization, notifiable communicable disease and outbreak management information. Your confidential information is only available to authorized health care workers, such as members of your public health team, physicians and nurse practitioners across the province using secure networks.

Information in Panorama helps public health teams monitor Immunizations, communicable diseases and disease outbreaks across Saskatchewan. This provides a means of evaluating the effectiveness of preventive measures such as immunization.

Why we collect, use and disclose your health information

Your PHI is collected, used and disclosed to facilitate your access to public health programs and to provide you with continuity of care in public health services. Recording immunizations in Panorama helps ensure your immunization record is complete and accurate and supports safe care.

Information about communicable disease is only used as permitted by law and includes using it for assisting health care planners. Information may be made public for issuing health care warnings in a way that ensures individuals involved are not identified.

In addition, the information is used to identify ways of preventing transmission of infectious diseases and to identify the likely source of infection (for example food associated with an outbreak).

For certain communicable diseases, public health staff may notify people who were exposed so they can seek testing, treatment, immunization, or other preventive measures. The identity of the affected individual is not disclosed.

What information is kept in Panorama?

Information in your Panorama record might include:

- Your name, current address and phone number, health card number and birth date
- Notifiable disease information
- Lab results
- Immunization details
- Adverse event details related to a vaccine
- Risk factors for vaccine eligibility
- Other relevant information gathered from you during the investigation or immunization service.

How long is information kept in Panorama for?

PHI is kept indefinitely, providing life-long health services.

Who can see your health information?

Only authorized members of the health care team can see your information.

For immunization services, this means the public health nurses who do the immunizing and members of the team investigating communicable diseases. Your health care provider can also look at an electronic summary of your immunizations if they are authorized.

For communicable disease investigations, only public health staff who have a role in the public health investigation are allowed to see the information.

Panorama creates a single client record for you, which means that your public health provider can access your health record if needed no matter where in the province you are located.

Your information is kept safe and confidential

Your PHI is kept safe and confidential and the Saskatchewan Ministry of Health, AHA, SHA, ISC, NITHA 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 are outlined in HIPA and *The Public Health Act, 1994*.

How is information protected in Panorama?

- Access is restricted to authorized users through unique usernames and passwords.
- All health care providers are 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.
- Strict security safeguards are in place. Policies, procedures and technical safeguards protect information from unauthorized access, loss, misuse, or disclosure. Access to Panorama is restricted to public health providers involved in your care. In addition, high-quality network security is in place, and all data is encrypted.
- The Ministry of Health is accountable under HIPA for ensuring appropriate safeguards are in place to always protect your personal health information and personal information.

Two different types of health information are kept in Panorama

There are two types of information in Panorama: PHI such as that collected during an immunization service and information collected during investigation of a notifiable communicable disease.

Often, your consent will be sought to use or disclose your PHI, however, PHI can be used or disclosed without consent in the circumstances outlined in HIPA and *The Public Health Act, 1994*. For example, you are deemed to have consented to the use and disclosure of your relevant PHI where you seek treatment from a health care provider.

Information gathered during a communicable disease outbreak investigation can be disclosed without your consent as set out in *The Public Health Act, 1994*. Laboratories, for example, are required to report each case of certain diseases to the appropriate public health unit.

How can I get a copy of my immunization record?

You have the right to read or request a copy of your immunization record. If you would like a copy of your or your child's immunization record, ask your public health nurse or immunization provider, or go to [MySaskHealthRecord](https://ehealthsask.ca/MySaskHealthRecord) at: ehealthsask.ca/MySaskHealthRecord.

What to do if you have a concern or complaint about the privacy of your information in Panorama?

If you have questions or concerns regarding your PHI or its use, please talk to your public health practitioner. If you still have concerns, talk to a representative responsible for Public Health services within AHA, SHA, ISC or NITHA.

HIPA provides the right to access PHI about oneself, including what information is in your record, which could include who has accessed it, or to request amendments to records about yourself if you feel the information contains an error or omission.

For the information collected during the investigation of a communicable disease, it is also possible for you to find out what personal information is in your record, including who may have accessed it, although this is not a routine process. There is no right to request an amendment of your information, although that type of request could apply to the source of information that is kept in the record, for instance to the medical lab which issued a lab report that you think is inaccurate.

For more information see:

saskatchewan.ca/residents/health/accessing-health-care-services/your-personal-health-information-and-privacy

If you wish to register a formal complaint regarding a privacy issue, you are encouraged to contact the eHealth Privacy Service or the Ministry of Health.

If the issue is not addressed to your satisfaction, you can contact the Office of the Saskatchewan Information and Privacy Commissioner at:

(306) 787-8350 or 1-877-748-2298

(toll free within Saskatchewan)

webmaster@oipc.sk.ca

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