

# You have the right to...

## What is eChart Manitoba?

Some of your personal health information is available to health-care providers through an electronic health information system named eChart Manitoba (eChart).

EChart pulls together existing electronic health information already collected at different points of care, including prescriptions filled at retail pharmacies, immunizations, test results from participating labs and personal identifying information such as your personal health identification number (PHIN), birth date and address.

Authorized health-care providers and support staff can search, view and print your personal health information in eChart, but they cannot enter information directly into eChart. EChart receives your updated health information from other electronic systems connected to eChart, such as your prescription information in the Drug Programs Information Network (DPIN) at Manitoba Health.

Your personal health information in eChart can only be collected, used and disclosed for purposes authorized under the Personal Health Information Act (PHIA). PHIA provides you with rights concerning your personal health information in eChart.

## Your rights:

You have six rights that allow you to exercise control of your personal health information in eChart Manitoba.

### 1 Know why your personal health information is collected

When health-care providers collect personal health information from you, they must take reasonable steps to explain the purposes of the collection.

You can ask any questions about this, including whether your health information will be available in eChart. If the person collecting your personal health information is unable to answer your questions about the collection, you will be directed to someone who can.

### 2 Ask for a copy of your personal health information in eChart

You can request a copy of your personal health information in eChart by filling out an access request form available from eChart Manitoba Services or online at [www.echartmanitoba.ca](http://www.echartmanitoba.ca). Your request must be answered within 30 days.

### 3 Ask that errors be corrected

All of your personal health information displayed in eChart originates from existing electronic systems, including laboratory systems, pharmacy systems, client registry and immunization systems. Any corrections to your information would need to be made by those originating sources and re-sent to eChart.

To request a correction to your personal health information in eChart, you can speak to your health-care provider, or call eChart Manitoba Services for more information about making a written request for correction and to find out where to send your request. Your request must be answered within 30 days.

### 4 Know who has looked at your personal health information in eChart

Each time your personal health information in eChart is viewed, this activity is recorded and can be audited. You can request a record of who has viewed your personal health information in eChart by filling out a form available from eChart Manitoba Services or online at [www.echartmanitoba.ca](http://www.echartmanitoba.ca). Your request will be answered within 30 days.

### 5 Have your personal health information hidden from view in eChart

You cannot opt-out of having your personal health information in eChart, but you may ask to have it hidden from view.

You can ask to hide your personal health information from view in eChart by filling out a disclosure directive form available from eChart Manitoba Services or online at [www.echartmanitoba.ca](http://www.echartmanitoba.ca) (this does not include hiding your demographic information such as your name, address and PHIN). You can add or remove a disclosure directive at any time.

Having a disclosure directive means that no one, including your own physician, would be able to view your personal health information in eChart. In specific circumstances, such as an emergency or when you give permission, certain health-care providers are able to override a disclosure directive and see your personal health information.

### 6 Ask for an independent review by Manitoba Ombudsman

You may ask the Manitoba Ombudsman's office to investigate if you are not satisfied with a decision or response you receive about any of these rights. The ombudsman's office investigates complaints about access to or privacy of personal health information, under PHIA.

## Can an individual's rights be exercised by someone else?

You have the option to authorize another person to exercise your health information rights on your behalf, if you wish. Also, there are specific circumstances under PHIA in which you may be permitted to exercise another person's rights. One example is if you have been appointed by the individual under the Health Care Directives Act.

## Is my health information in eChart?

Yes, some information about previous health care you received is available in eChart through other electronic systems connected to it. Over time, eChart will provide a lifetime record of your key health history, available to health providers throughout the province.

## Who can see my information in eChart?

Your personal health information in eChart is available to all authorized health-care providers and support staff who are permitted to view it to provide you with health care and for other related purposes under PHIA. There are different levels of access based on the health-care providers' need to know the information to perform their jobs. For example, a physician may be able to see all of your information, while reception staff may only have access to demographic information such as your name, address and PHIN.

## eChart Manitoba Services

Contact eChart Manitoba Services for more information or to obtain one of the forms mentioned in this brochure.

Phone: 1-855-203-4528 (toll free)

Fax: 204-926-9148 (in Winnipeg)

Email: [echart@manitoba-ehealth.ca](mailto:echart@manitoba-ehealth.ca)

Mail: eChart Manitoba c/o Manitoba eHealth  
300-355 Portage Avenue, Winnipeg, MB R3B OJ6

[www.echartmanitoba.ca](http://www.echartmanitoba.ca)

## Manitoba Ombudsman

If you have questions about your access and privacy rights or would like to make a complaint under PHIA, contact Manitoba Ombudsman.

Phone: 204-982-9130 (in Winnipeg) or  
1-800-665-0531 (toll free in Manitoba)

Fax: 204-942-7803

Email: [ombudsman@ombudsman.mb.ca](mailto:ombudsman@ombudsman.mb.ca)

Mail: Manitoba Ombudsman, 750-500 Portage  
Avenue, Winnipeg, MB R3C 3X1

[www.ombudsman.mb.ca](http://www.ombudsman.mb.ca)

# Know your health information rights

## eChart Manitoba

## MANITOBA'S ELECTRONIC HEALTH INFORMATION SYSTEM



## Manitoba Ombudsman

Upholding your Information Access  
and Privacy Rights

Cette brochure est disponible en français, en ligne,  
ou en contactant l'Ombudsman du Manitoba.

Also available in alternate formats upon request.