

## 10 POINTS TO KNOW ABOUT eCHART MANITOBA – 2012 UPDATE

Issued on December 7, 2012

1. eChart Manitoba (eChart) is a part of Manitoba's electronic health record (EHR) system that brings together patient information collected at different points of care in Manitoba, for example, pharmacies, clinics and labs. eChart provides authorized health care providers (users) with electronic access to search, view and print patients' key personal health information contained in eChart.

eChart has been developed and is being maintained by Manitoba eHealth on behalf of the Manitoba government. Accountability for eChart rests with the Winnipeg Regional Health Authority.

Ultimately, Manitoba's EHR system will be compatible with similar systems being built in other provinces and territories so that different EHR systems will be able to share information as necessary to provide health care.

2. eChart was launched at three health care locations in December 2010. As of November 30, 2012, eChart was available at 90 locations, such as clinics and hospitals, with 3322 authorized users.
3. Regardless of whether you are a patient at a location where eChart is available to health care providers, the following personal health information about all Manitobans is in eChart:
  - demographic information from the Manitoba Provincial Client Registry (CR) - name; date of birth; gender; age; home address; home and work telephone number; Personal Health Identification Number (PHIN); family registration number; and medical record numbers;
  - all prescriptions filled at retail pharmacies in Manitoba provided through the Drug Program Information Network (DPIN), including historical data since April 2010;
  - all immunization information from Manitoba Immunization Monitoring System (MIMS), including historical data on child immunizations since 1980 and on adult immunizations since 2000;
  - laboratory test results from some laboratories since 2010;
  - diagnostic image reports from some hospitals and other publicly funded facilities since November 2011;
  - administrative information concerning visits to St. Boniface General Hospital, including type of visit and admission/discharge dates, since November 2011; and
  - the reason for the above encounters at St. Boniface General Hospital since November 2011.

Once fully implemented, eChart will provide a lifetime record of an individual's key health history, available electronically to authorized health care providers. The providers do not enter information directly into eChart – the information is provided by other electronic information systems, as noted above.

As additional sources of information are added to eChart and new health care providers are given access to eChart, these will be listed on the eChart Manitoba website at <http://www.connectedcare.ca/echartmanitoba/whatsNew.html>.

4. Authorized health care providers (users) can access the information in eChart if they work at a location where it is available. A user will be granted one of eight possible user roles based on the information they need to do their jobs.

The system does not have the technical ability to limit the user to viewing only his or her patients' personal health information. Potentially, a user could view information, at the user role level available to him or her, of any Manitoban.

Each user has a unique username and password to access the system. All access to eChart is logged (recorded) and is subject to audits.

5. You cannot opt out of having your personal health information in eChart.
6. You can exercise some control over your personal health information in eChart whether or not you have been a patient of one of the participating eChart locations (see #7-10).
7. You have the right to request access to your personal health information in eChart; the form is available at <http://www.connectedcare.ca/echartmanitoba/files/PersonalHealthInfoForm.pdf>
8. You have the right to request a copy of the *Record of User Access* to see who has viewed your information in eChart; the form is available at <http://www.connectedcare.ca/echartmanitoba/files/UserAccessForm.pdf>
9. You have the right to hide your personal health information from view in eChart by completing a disclosure directive form (this does not include hiding your demographic information; see # 10). Having a disclosure directive means that no one, including your own physician, would be able to view your personal health information in eChart.

There are exceptions to this and certain health care providers are able to override a disclosure directive and see all your personal health information in eChart with your consent or in an emergency. An override only provides access to the health care provider who performed the override, and only in that instance.

The override automatically triggers an audit process in the system. Only users with the highest levels of access will be able to override a disclosure directive and they will immediately have to give a reason for accessing this information (for example, patient is unconscious or patient has provided consent).

You can add or remove a disclosure directive at any time; the form is available at <http://www.connectedcare.ca/echartmanitoba/files/DisclosureDirectiveForm.pdf>

10. A disclosure directive does not apply to your demographic information. To prevent your demographic information from being viewed in eChart, you would need to contact eChart Manitoba Services to make these arrangements.

You can contact eChart Manitoba Services in the following ways:

- Phone: (Toll free) 1-855-203-4528
- Fax: 204-926-9148
- Email: [echart@manitoba-ehealth.ca](mailto:echart@manitoba-ehealth.ca)
- Mail: eChart Manitoba  
c/o Manitoba eHealth  
300 – 355 Portage Avenue  
Winnipeg, Manitoba R3B 0J6

If you have a concern or complaint about your personal health information, you may contact Manitoba Ombudsman. The Ombudsman investigates complaints from the public about access to or privacy of personal health information, under *The Personal Health Information Act* (PHIA). The contact information for Manitoba Ombudsman is on the first page.

For more information about your access and privacy rights under PHIA, please see the brochure, *Health Information Access and Privacy: A Guide to The Personal Health Information Act*, located at [http://www.gov.mb.ca/health/phia/docs/phia\\_guide.pdf](http://www.gov.mb.ca/health/phia/docs/phia_guide.pdf).