

10 POINTS TO KNOW ABOUT eCHART MANITOBA,
PART OF MANITOBA'S ELECTRONIC HEALTH RECORD (EHR) SYSTEM
Issued by Manitoba Ombudsman, December 6, 2010

A NEW CHAPTER BEGINS

1. In the week of December 6, 2010, the first phase of an important part of Manitoba's electronic health record (EHR) system is planned to go live at a limited number of health care locations.
2. This part of Manitoba's EHR system is called eChart Manitoba.
3. Once fully implemented, eChart Manitoba will provide a lifetime record of an individual's key health history, available electronically to authorized health care providers (users) anytime, anywhere in Manitoba. eChart Manitoba will bring together patient information collected at different points of care in Manitoba, for example, pharmacies, clinics and labs.

As Manitoba eHealth continues to build the EHR system, additional personal health information will be part of eChart Manitoba and more health care providers will be able to use the system. Ultimately, the 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.

4. eChart Manitoba has been developed and is being maintained by Manitoba eHealth on behalf of the Manitoba Government. Accountability for eChart Manitoba rests with the Winnipeg Regional Health Authority (WRHA). Manitoba eHealth has posted information about eChart Manitoba at:
<http://www.connectedcare.ca/echartmanitoba/index.html>
5. As each health care location starts to use eChart Manitoba, they will be listed on the above website. Information will be available about eChart Manitoba at the locations where eChart is being used.

MANITOBANS' INFORMATION NOW IN eCHART

6. Regardless of whether a person is a patient at a location where eChart is being used, the following personal health information about all Manitobans will be in eChart as of the week of December 6, 2010:
 - 1) demographic information - 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;
 - 2) all prescriptions dispensed through retail pharmacies in Manitoba, including historical data since April 2010;

- 3) all immunization information, including historical data on child immunization since 1980 and on adult immunization since 2000; and
 - 4) laboratory test information from one laboratory as of the week of December 6, 2010
7. To be able to use eChart Manitoba, a health care provider must be authorized by the appropriate manager or administrator in the health care site where they work. A user will be granted one of 4 possible user roles, based on the information they need to do their jobs:
- 1) demographic view only - for example, a registration clerk;
 - 2) as above plus a limited clinical view - for example, just lab data if that is all the information the user needs to do his or her job;
 - 3) as above plus a clinical view - all clinical data, which, in time, will potentially be available to all health professionals belonging to Manitoba's 22 regulated health professions; and
 - 4) as above plus the ability to exercise an override (see #8) -- this would apply to certain regulated health professionals only, such as physicians, nurse practitioners and midwives

AN INDIVIDUAL CAN REQUEST A DISCLOSURE DIRECTIVE (MASKING)

8. Individuals cannot "opt out" of having their personal health information in eChart Manitoba. However, an individual may choose to hide all of his or her personal health information in eChart. This is called "masking".

To mask personal health information in eChart Manitoba, an individual may request a "disclosure directive" which will hide all of the individual's personal health information (except demographic information) from the view of all users. In special circumstances, a health care provider could "override" a disclosure directive and see the information for a limited time to provide specific health care, for example with the individual's consent, or in an emergency when the individual is unable to communicate.

Masking is available to an individual even if he or she is not a patient at one of the limited number of health care locations (as of December) using eChart. A form for requesting a disclosure directive is available at <http://www.connectedcare.ca/echartmanitoba/index.html> or by contacting eChart Manitoba Services:

- Telephone: 1-855-203-4528
- Fax: (204) 926-9148
- eMail: echartmanitoba@Manitoba-ehealth.ca

AN INDIVIDUAL CAN REQUEST A RECORD OF USER ACTIVITY OF eCHART

9. The system does not have the technical ability to limit the user to viewing or using only his or her patient's personal health information. Potentially, a user could view or use information (at the level available to him or her) of any Manitoban. However, user agreements and governance policies will be required in each site by which users will agree to limit their use to only the information needed to perform their functions.

Every use of eChart Manitoba is being recorded and Manitoba eHealth is auditing particular patterns of user activity. Manitoba eHealth will also conduct random audits of use.

An individual can file a form requesting a record of user activity to see who has viewed his or her information in eChart Manitoba and when. To obtain a form, see the eChart Manitoba website or contact information under #8.

AN INDIVIDUAL CAN REQUEST ACCESS TO HIS/HER INFORMATION IN eCHART

10. An individual can file a form requesting access to his or her personal health information in eChart Manitoba. To obtain a form, see the eChart Manitoba website or contact information under #8.

If there are any concerns or complaints, individuals should contact Manitoba Ombudsman at:

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