

10 POINTS TO KNOW ABOUT eCHART MANITOBA - 2011 UPDATE

Issued by Manitoba Ombudsman

December 6, 2011

1. One year after it was introduced, eChart Manitoba (eChart) -- the first phase of Manitoba's electronic health record (EHR) system* -- is available at 34 healthcare sites.
2. You cannot opt out of having your personal health information in eChart.
3. Regardless of whether you are a patient at a location where eChart is available to healthcare providers, the following personal health information about all Manitobans is in eChart:
 - 1) all prescriptions dispensed through retail pharmacies in Manitoba, including historical data since April 2010;
 - 2) all immunization information, including historical data on child immunization since 1980 and on adult immunization since 2000;
 - 3) laboratory test results from some laboratory sites since various dates in 2010 and 2011;
 - 4) diagnostic image reports from some hospitals and other publicly funded facilities since November 2011;
 - 5) administrative information concerning visits to St. Boniface General Hospital, including type of visit and admission/discharge dates, since November 2011;
 - 6) the reason for the above encounters at St. Boniface General Hospital since November 2011; and
 - 7) 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
4. You may choose to hide your personal health information contained in eChart by submitting a form available from eChart Manitoba Services. This is sometimes called "masking." You may direct the masking of your personal health information whether or not you have been a patient at one of the healthcare sites where eChart is available. Masking prevents your personal health information from being viewed except with your consent or in an emergency.
5. However, your demographic information cannot be masked from the system. To prevent your demographic information from being viewed in eChart, you would need to contact eChart Manitoba Services to make these arrangements.
6. Authorized healthcare providers can view the information in eChart if they work at a site 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.
7. The system does not have the technical ability to limit the user to viewing only his or her patient's personal health information. Potentially, a user could view information (at the level available to him or her) of any Manitoban.

8. There are privacy protections in eChart. For example, User Agreements and governance policies at each site require users to view only the information needed to perform their functions. Every interaction in eChart is being recorded and Manitoba eHealth is auditing particular patterns of user activity and conducting random audits.
9. There are additional privacy features that let you control, and obtain access to, your personal health information in eChart whether or not you have been a patient of one of the participating eChart sites:
 - by asking to see your information in eChart
 - by asking to see who has viewed your information in eChart
 - by directing to have your information in eChart masked (this does not include hiding your demographic information; contact eChart Manitoba Services about how your demographic information can be specially handled)
10. You can exercise these privacy protections by filling out the appropriate form available at <http://www.connectedcare.ca/echartmanitoba> or by contacting eChart Manitoba Services:
 - Telephone: 1-855-203-4528
 - Fax: (204) 926-9148
 - email: echartmanitoba@Manitoba-ehealth.ca

**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)**

*** EChart Manitoba, part of Manitoba's electronic health record (EHR) system:**

Once fully implemented, eChart Manitoba will provide a lifetime record of an individual's key health history, available electronically to authorized healthcare providers (users) anytime, anywhere in Manitoba. eChart Manitoba brings 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 healthcare 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 healthcare.

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>

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