eChart MANITOBA

Fundamentals

Course Objectives

- Understand what clinical data is included in eChart Manitoba and how it is arranged
- Learn how to search and filter information in eChart
- Understand privacy, confidentiality and security within the context of eChart
- Support patients' rights in eChart

eChart Manitoba is our provincial Electronic Health Record (EHR).

Viewable	Lifetime Record	Key Health History	Authorized Access	Right time and place	Efficient Private Secure Safe

Shared **health**
Soins communs
Manitoba

Types of Electronic Systems

- An **Electronic Health Record (EHR)** is
    - A private lifetime record of a person's key health history
    - Not a detailed record of every health-care episode
    - Often search and view only system
    - A **person-centric** health record

- An **Electronic Medical Record (EMR)** is
    - An individual's medical record in digital format
    - Used within Primary and Specialist care clinics
    - An active system where personal health information can be entered in by authorized health-care providers
    - A **provider-centric** or **health organization-centric** health record of a person

- An **Electronic Patient Record (EPR)** is
    - A facility-based digital record containing detailed information
    - Used within Acute or LTC facilities
    - An active system where personal health information can be entered in by authorized health-care providers
    - A **provider-centric** or **health organization-centric** record

Your Site Determines Your Access to eChart Manitoba

Access is by authorized **health-care personnel** only

Your site determines **who** has access

Your site determines your **security role**

Security Roles in eChart Manitoba

eChart **security roles are unique** to the needs of your work role in your facility, not to your labour classification or professional designation.

One of these security roles will be assigned to you by your facility:

Demographic View	Medications View	Clinical View	Clinical View with Images & Override
Laboratory & Reports View	Immunizations View	Clinical View with Images	Privacy View or Privacy View with Override

Changing Jobs, Changing Location or Working at Multiple Locations

Only access eChart where you have been sponsored

If working at multiple locations you need to be sponsored at each one

If changing positions and moving to another location you will need to request an account at the new location

The term "location" could mean department, program, site, facility or location depending on the workplace.

Navigating in eChart Manitoba…

Information in eChart Manitoba is secure

Measures are taken to ensure privacy and confidentiality of information

Information is transmitted and stored securely

Information access and acceptable use policies are required

(e.g. PHIA and Terms of Use)

Standards of professional practice are in place

System checks and balances are enforced

(e.g. audits, reviews and disciplinary actions)

Accuracy of information in eChart Manitoba

- **The <u>source systems</u> for eChart are responsible to ensure the information they provide is correct, current and complete (as per PHIA).**
- If information corrections and updates are required:
    - The changes will appear in eChart **once the source has sent the correction or update**
    - eChart does not notify users directly

- The Service Desk facilitates corrections with eChart's source systems. Call to report any missing or incorrect clinical or demographic data (excluding address).

Responsibility and Accountability in eChart Manitoba

Activity in eChart Manitoba must **support patient health care**

Use only minimum amount of information on a **need to know basis.**

Do not look at your **own** information.

Activity will be monitored, tracked and subject to auditing.
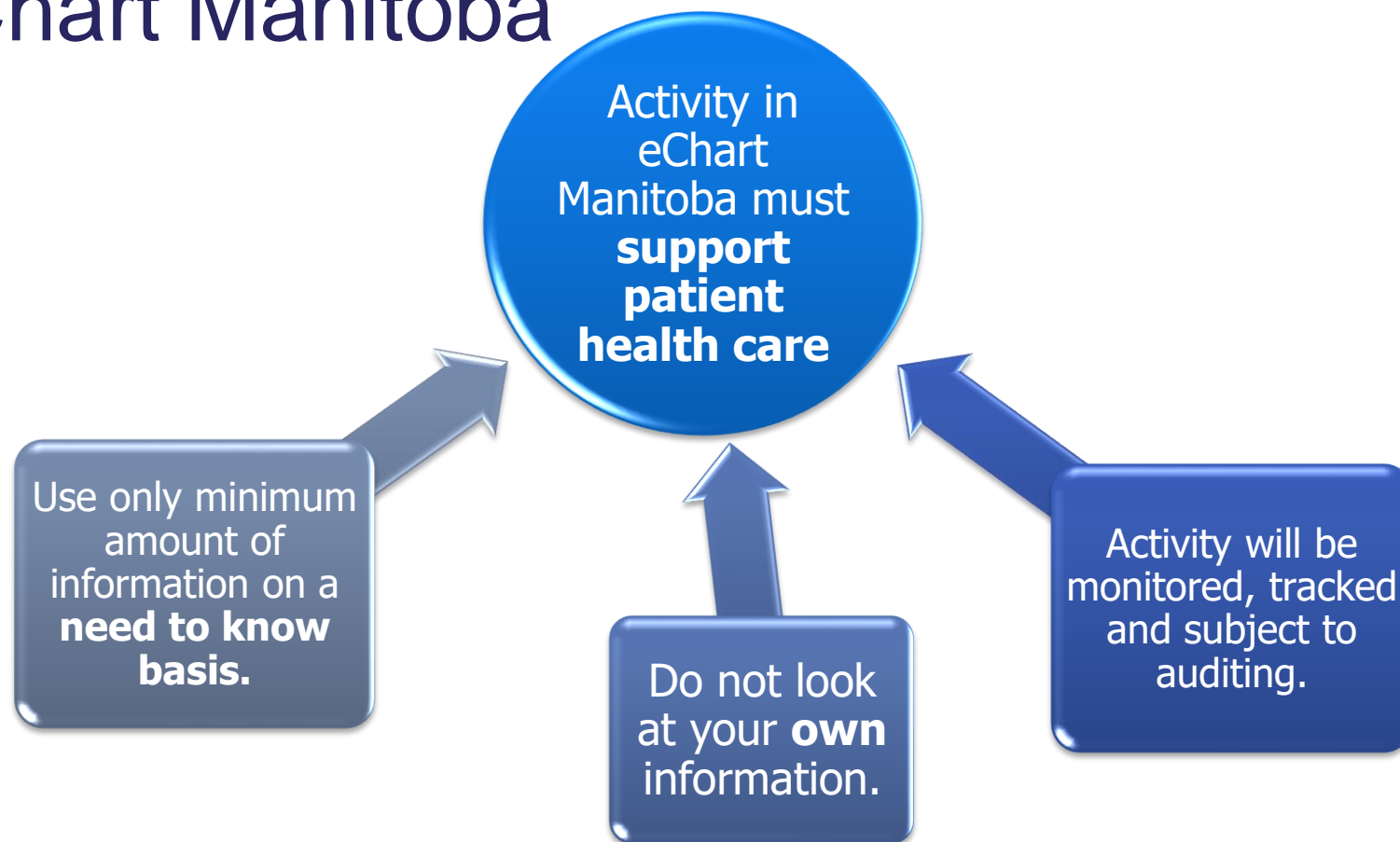
Responsibility and Accountability in eChart Manitoba

Do not access eChart Manitoba…

If the person is not currently in your care

To view the records of your **colleagues, family, friends, neighbours, or other personal relationships** (current or former)

Do not use eChart for **research, chart audits** or other forms of **secondary use**

Protect yourself and your patients

Always log out when you walk away from the computer

Do **not** share your user ID and password with anyone

Supporting Patient Rights with eChart…

Individuals have the ability to…

1. **View or receive a copy of their information**

2. **See who has accessed** their eChart record

3. **Limit** the disclosure of information within eChart

1. Viewing Personal Health Information

- Patient's have the right to view or receive a copy of the information contained in the eChart Manitoba system

  - Clinicians can:

    - Turn the screen so patient can view

    - Print the information immediately
      (in accordance with existing site privacy policy)

    - Provide the individual with the information
      to go through the eChart Manitoba
      Services request process

      - Go to www.echartmanitoba.ca

2. Individuals have the right to see who has accessed their information

- Whenever a health care provider views a patient's record in eChart, a record of their access is logged and will display in an audit report.

- To support a request for a record of user access from eChart Manitoba Services:

  Go to www.echartmanitoba.ca

3. Individuals can limit the disclosure of their information

- Individuals have the ability to place a disclosure directive on their eChart record.

- A **Disclosure Directive** in eChart is:
  - **An instruction that an individual gives** to prevent their own information from being disclosed, viewed or printed.
  - An "electronic mask" that is applied to **all** of the patient's **clinical** information.

Error.
You are not authorized to access this patient file
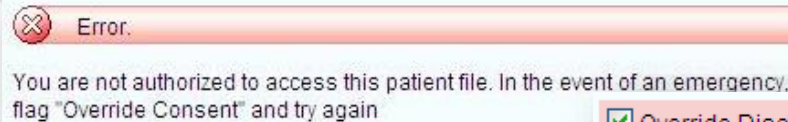
To apply or remove a **Disclosure Directive**, contact eChart Manitoba Services: www.echartmanitoba.ca

Overriding a Disclosure Directive
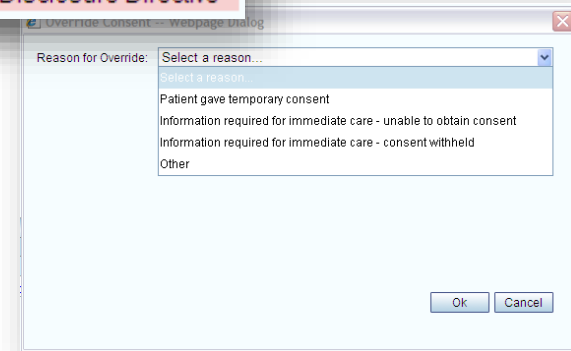
- Only clinicians with the security role "Clinical View with Images & Override" are able to override the patient's Disclosure Directive.

Clinical View with Images & Ove...

- Overriding a Disclosure Directive:
  - Rationale is required prior to access
  - Access is limited to the authorized user
  - Access is only valid for the current login session
  - An alert is triggered for audit purposes

Overriding a Disclosure Directive
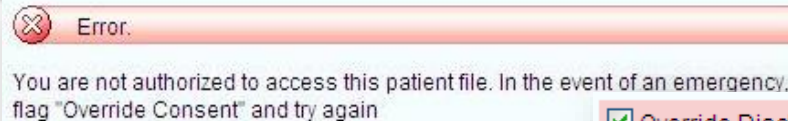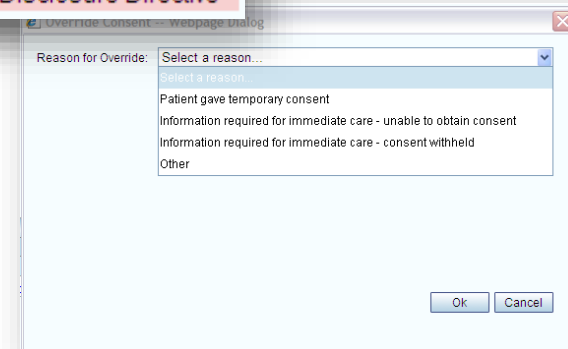
- Only clinicians with the security role "Clinical View with Images & Override" are able to override the patient's Disclosure Directive.

Clinical View with Images & Ove...

☒ Error.

You are not authorized to access this patient file. In the event of an emergency, flag "Override Consent" and try again

☑ Override Disclosure Directive

- Overriding a Disclosure Directive:
  - Rationale is required prior to access
    - **If possible, ask your patient for their consent**
    - **If you would like to provide supporting text for your reason for override, you may want to consider selecting "other" as the reason**
    - **You may choose to document the reason in your EMR**
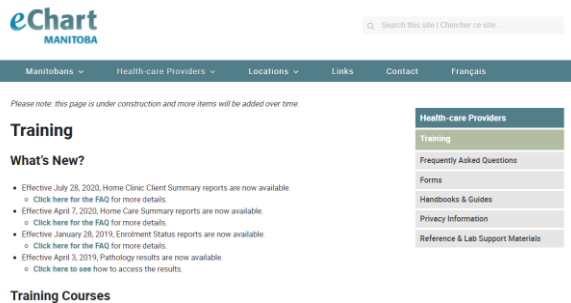
In eChart search for…

Matthew King 955500006

eChart Contact Information

Your patients can find request forms and learn more about eChart Manitoba by going to the public-access web site at **www.echartmanitoba.ca** or by contacting eChart Manitoba Services at 1-855-203-4528 or **echart@sharedhealth.mb.ca**

As a health-care provider you can find additional request forms, FAQS, handbooks & news updates, and access the eLearning online course at **https://echartmanitoba.ca/hcp/training/**

If you have questions about eChart contact the Service Desk