

## Site contact roles for eChart Manitoba

eChart Manitoba has identified the following roles as being an integral part of managing an eChart site. If the person responsible for one of these roles changes, the Authorized Sponsor must notify eChart Manitoba of the role change(s) by submitting an [eChart Site Contact Update form](#).

### Authorized Sponsor (AS)

The AS is generally the manager or supervisor at a site. Responsibilities are to:

- Ensure that a site Privacy Officer is in place to manage privacy, security and auditing requirements
- Manage the relationship and communications with IT support and vendors
- Review the Site and User Management Report and disable inactive users
- Promote the benefits of incorporating eChart Manitoba into existing workflows
- Authorize account request and determine the appropriate level of access required for the role
- Submit the account request form for a new user\*
- Provide a new user with their account username/password\*
- Notify Shared Health Service Desk of user identity/account changes (e.g., name, role, access level) \*
- Request an account disable when a user leaves the site or when access is no longer required\*
- Ensure that a new user receives eChart training and completes PHIA orientation/signs Pledge of Confidentiality\*
- Ensure that eChart communications are distributed to users e.g., updates, changes, outages\*


### Authorized Account Requestor (AAR)


The AAR assists the Authorized Sponsor with responsibilities, as approved/delegated by the AS. Responsibilities could include those flagged with an asterisk in the section above.

### Privacy Officer

Responsibilities are to:

- Attend a mandatory eChart Manitoba Privacy Officer orientation session
- Ensure the site has provided PHIA orientation and that staff have signed a Pledge of Confidentiality
- Ensure a process is in place to respond to patient requests for personal health information
- Review and responds to user audits
- Request additional user audits as necessary
- Ensure administrative, physical and technical safeguards are in place to protect patient privacy
- Ensure that site privacy policies and procedures are adhered to
- Participate in the investigation of a potential privacy breach

 Shared Health Service Desk will only accept a user account request from the site AS or AAR identified within their database.

 A user must only access eChart where authorized by their AS. When a user no longer require access to eChart Manitoba within your site, their account should be disabled as soon as possible, even if the user moves to another site that uses eChart or works at multiple locations. If the user requires access at a new site, the AS at that site must request the account.

For more information on site roles in eChart Manitoba, refer to:

[Handbook for Health-care Providers](#)  
[Handbook for Site Privacy Officers](#)