

## Site contact roles for eChart Manitoba

eChart Manitoba has identified the following roles as being an integral part of managing and monitoring user access. These roles can be combined where appropriate (e.g. the same person could serve as the Authorized Sponsor and Privacy Officer/Designate). 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 using eChart.

Responsibilities include:

- Authorize a user to access eChart and determine the security role they should receive based on the clinical information they need to perform their job.
- Request/submit the account request for a user at their location. The AS receives the completed account request (username/password) from the Shared Health Service Desk and provides it to the new user.
- Disable a user when access is no longer required at your site.
- Review the Site and User Management Report and take any action required related to inactive users at the site.
- Ensure that a new user receives eChart training before using eChart.
- Distribute communication to users regarding changes to the application.
- Promote the benefits to care delivery.
- Ensure there is a designated person to manage privacy and security requirements (i.e. Site Privacy Officer/Designate).

### Authorized Account Requestor (AAR)


The Authorized Account Requestor (AAR) assists the Authorized Sponsor (AS).

Responsibilities include:

- Prepare/submit the AS-approved account request to the Shared Health Service Desk and receives the completed account request (username/password) to provide to the new user
- Ensure a new user receives training before using eChart.
- Disable a user and change a user access role, when needed.

Please note: The Shared Health Service Desk has the AAR and AS name listed and will only accept user account requests from the AAR or AS.

### Important note for AS/AARs:

 Users should only access eChart at locations where they have been sponsored. It is your responsibility as the AS and AAR to disable a user's access to eChart Manitoba within your site, even if the user is moving to another site that uses eChart or currently works at multiple sites and has access at those sites. If the user requires access at a new site, the AS at that site must request the account.

### Privacy Officer or Designate

Responsibilities include:

- Complete the eChart Manitoba Privacy Officer training webinar.
- Ensure that administrative, physical and technical safeguards are implemented to protect patient privacy while using eChart.
- Ensure staff receive PHIA orientation and ongoing training about site/regional privacy policies and procedures.
- Ensure staff have signed the Pledge of Confidentiality with their site.
- Review and respond to eChart user audits provided by the Shared Health Privacy Analysts.
- Request site-initiated audits of eChart use when situation warrants it.
- Participate in the investigation of any potential privacy breach in eChart at the site.
- Receive and respond to requests from individuals to access their personal health information.

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

- [Handbook for Health-care Providers](#) — page 9
- [Handbook for Site Privacy Officers](#) — page 4

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For more information, questions or concerns regarding eChart Manitoba please contact the Shared Health Service Desk, available 24 hours a day, seven days a week.

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