

Site contact roles for eChart Manitoba

eChart Manitoba site contact roles are integral to managing an eChart site. If the person responsible for any of these roles changes, the Authorized Sponsor must immediately fill it and notify eChart Manitoba of the personnel change(s) by submitting an [eChart Site Contact Update form](#)

- Authorized Sponsor (AS)** is generally the manager or supervisor at a site. Responsibilities are to:
- Ensure the site Privacy Officer/Designate role is filled / occupied at all times, to manage privacy, security and auditing requirements
 - Manage the relationship and communications with IT support and vendors
 - Review the Site and User Management Report every month and disable inactive users
 - Promote the benefits of incorporating eChart Manitoba into existing workflows
 - Authorize account request and determine the appropriate minimum access level required for the role
 - Submit the account request form for a new user *
 - Provide a new user with their account credentials, e.g., 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 access is no longer required *
 - Ensure each new user receives eChart training, completes a PHIA orientation, and signs a Pledge of Confidentiality *
 - Ensure that eChart communications are distributed to users e.g., updates, changes, outages *

Authorized Account Requestor (AAR) assists the AS with approved/delegated responsibilities, e.g., those identified with an asterisk in the AS section above.

Note: Shared Health Service Desk only accepts a user account request from an AS or AAR role.

! Time sensitivity for reporting account changes

- Employee termination initiated by the employer - access removal should be **submitted immediately** or within the same business day
- Employee resignation- access removal should be **submitted at least 5 business days prior** to the employee's last day
- Employee role change (e.g., promotion, transfer): request to modify eChart role should be **submitted at least 5 business days prior** to change effective date

If a user requires access at another eChart site, the AS at the other site is responsible for requesting the eChart account. For more information about eChart Manitoba site roles, refer to:

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

Privacy Officer (PO) is a mandatory role that must be filled/occupied at all times. Responsibilities are to:

- Attend a mandatory eChart Manitoba PO orientation session, and do periodic refresh training as needed
- Ensure that each user attends a PHIA orientation and signs a Pledges of Confidentiality
- Ensure a process is in place to respond to a patient request for personal health information
- Review and respond to user audits within the required timeline and request additional user audits as needed
- Ensure all administrative, physical and technical safeguards are in place to protect patient privacy
- Ensure that site privacy policies and procedures are in place and are adhered to
- Lead and actively participate in the investigation of a potential privacy breach