eChart
A Shared Health Service
MANITOBA

eChart Manitoba

Handbook for health-care providers

Version 11
May 2022

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Site Contact Roles

Privacy & Security

Support

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General Information

Introducing eChart Manitoba

eChart Manitoba provides authorized health-care providers with key health information in the right place at the right time, improving access to information, quality of care and patient safety.

eChart Manitoba is available to health-care locations across Manitoba. The system continues to expand in the amount and type of information available.

System components

eChart Manitoba provides viewable, searchable and printable access to:

- Demographic information from the Provincial Client Registry, including name, address, date of birth, personal health identification number (PHIN)
- Immunizations from the Provincial Health Information Management System (PHIMS). Information is derived from physician billing claims and public health immunizations
- Prescriptions filled at community pharmacies provided through the Drug Programs Information Network (DPIN)
- Laboratory test results from Diagnostic Services, Shared Health, Cadham Provincial Laboratory and Dynacare
- Diagnostic image reports from Manitoba's Radiology Information Systems (RIS) and Prairie Mountain Health's radiology system
- Direct link to Picture Archiving and Communication System (PACS) WebViewer

eChart continues to add new source and or information.

Check echartmanitoba.ca for current updates.

- Encounter information from connected provincial Electronic Patient Record (EPR) sources. Provides administrative information regarding a visit to the hospital (e.g., admission date, type of visit, discharge date)
- Emergency Discharge Summaries from the provincial Emergency Discharge Information System (EDIS)
- Enrolment status from Home Clinic Repository
- Home Clinic Client Summaries from active Home Clinics
- Home Care Summaries from the Electronic Home Care Record (EHCR)

What are the benefits to patients?

- Improved quality and timeliness of care
- Increased access to information by health-care providers
- Reduced duplicate and unnecessary tests

What are the benefits to clinicians?

- Reduced time spent searching for information, allowing more time for patient care
- Improved access to patient information that was available in separate clinical systems (i.e. DPIN, PHIMS)
- Improved information sharing and collaboration between authorized health-care providers

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Site Contact Roles

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*

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

Authorized Account Requestor (AAR)

The AAR assists the Authorized Sponsor (AS) 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

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

For more information about the Site Privacy Officer role, refer to Handbook for Site Privacy Officers.

Implementation and Training

Implementation of eChart Manitoba

Implementation generally follows a four-step approach to prepare authorized health-care providers to use the application.

Step one - Foundation and readiness

Approximately four weeks before activation

An introduction to the implementation process will outline what is involved prior to activation of eChart Manitoba. This will include an overview of key roles and responsibilities, account provisioning process and a schedule of activities.

Access to eChart Manitoba requires a secure network connection. The eChart Digital Solutions Facilitator will assist in identifying how the site can connect securely to eChart Manitoba.

Step two - Planning and preparation

A detailed training schedule will be developed with the site coordinator prior to activation. An orientation session and account requests are also completed during this step.

eChart orientation for Privacy Officers must be completed before a site goes live.

Step three - Training and user activation

Week of implementation

The implementation team may deliver on-site training of the eChart Fundamentals session. User training will take approximately one hour, depending on the users' roles and access levels. Training and activation are concurrent events for the first users at a site. Users are expected to complete the eChart Fundamentals session prior to accessing the application.

The eChart Fundamentals session helps users:

- understand what clinical data is included in eChart and how it is organized
- learn how to search and filter the information
- understand privacy, confidentiality and security within the context of eChart
- learn about supporting patient rights regarding their personal health information.

Training is conducted using a variety of methods, including traditional classroom setting, eLearning or personalized training. Distance learning tools involving virtual solutions are also available.

The implementation team will work closely with each site to tailor the delivery of training based on their needs.

After training is complete, each user will receive a unique username and password. Users are encouraged to use eChart in their clinical practice as soon as possible following training.

Step four - Post-implementation support and evaluation

The implementation will conclude with the following activities:

- assessment of the success of the implementation, and identification of areas for improvement
- review of short and long-term benefits and evaluation of trends in the use of the system
- gauging acceptance and adoption of the system
- identification and collection of anecdotal feedback
- management of issues, questions and concerns

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Implementation and Training

Additional training opportunities

eChart Manitoba does not typically provide training services for new users once a site is live and operational. However, exceptions may apply when there is a significant intake of new staff.

It is recommended that sites support new users by providing them with opportunities for peer-to-peer learning with individuals who have experience using eChart Manitoba.

Users can benefit from the eChart Manitoba eLearning Fundamentals training video, available on the website at eLearning: eChart Fundamentals. Other training resources available, including frequently asked questions (FAQ), are found on the website. The training resources inform users about the clinical information available in eChart, so that it can be used appropriately as an adjunct to the information they already have available.

It is important that users receive training before receiving their eChart Manitoba account details.

As eChart Manitoba evolves, future training topics and opportunities may be offered based on user feedback.

Privacy and Security

To report a breach, contact the Shared Health Service Desk immediately.

Accessing information not required to do your job, is a breach under Manitoba's PHIA and will result in a report to the user's regulatory body and if found guilty by a court, a fine.

Privacy and security overview

eChart Manitoba abides by all existing regulatory and legislative standards in Manitoba related to the protection of personal health information, including The Personal Health Information Act (PHIA).

Privacy reminder

Access to an individual's personal health information in eChart Manitoba is restricted to:

a) When a health-care provider is in a care relationship with an individual and requires access to the individual's information for:

- the provision of health care or
- to arrange for the provision of health care

The information must be related to and necessary for the current session of care.

b) When information is required to fulfill administrative responsibilities and duties related to supporting the provision of health care.

Users must understand that all activity in eChart Manitoba is captured and logged, and that their user ID represents their online, digital professional identity.

Access to eChart Manitoba is audited on a random basis and when a breach is reported or suspected. Site representatives will be requested by the Shared Health Privacy Analysts to assist with user audits periodically to confirm that users at a site are accessing eChart Manitoba appropriately.

Unauthorized access may have professional, employment, legal and financial consequences. For example, unauthorized access can result in disciplinary action up to and including dismissal and/or where applicable, a report to the user's health profession regulatory body as well as sanctions or fines.

eChart is not to be used for research study purposes, chart audits or to obtain information regarding individuals for whom you are not supporting care.

Access to eChart for such purposes is unauthorized and is a misuse of the system.

Reporting a suspected breach

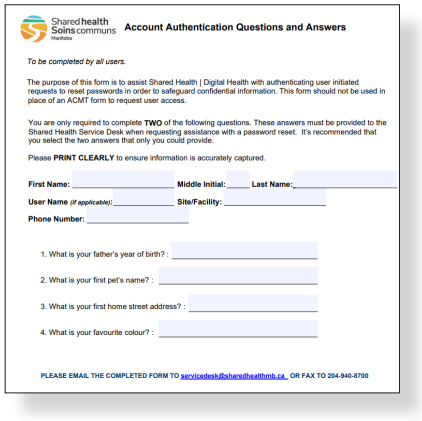
To report a suspected breach, contact the Shared Health Service Desk immediately and notify the Privacy Officer at your site.

User Accounts

Setting up a new user's eChart access

To request eChart Manitoba access for a new user at the site:

1. Fill out the eChart Manitoba Account and Access Request Form.
2. Confirm the status of the employee (e.g., has a current employment contract with the organization and requires access to eChart Manitoba in order to perform their duties).
3. Validate the employee's identity as per current site practices.
4. Confirm that the employee has completed PHIA training and signed a Pledge of Confidentiality.
5. Determine the eChart role required (see Selecting appropriate eChart roles on page 8).
6. Confirm if the employee already has a Shared Health network ID and/or an existing eChart, RIS or PACS account ID.
7. Have the user complete and submit the challenge questions on the Shared Health Account Authentication Questions and Answers form.



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Account Authentication Questions and Answers

To be completed by all users.

The purpose of this form is to assist Shared Health | Digital Health with authenticating user initiated requests to reset passwords in order to safeguard confidential information. This form should not be used in place of an ACMT form to request user access.

You are only required to complete **TWO** of the following questions. These answers must be provided to the Shared Health Service Desk when requesting assistance with a password reset. It's recommended that you select the two answers that only you could provide.

Please **PRINT CLEARLY** to ensure information is accurately captured.

First Name: _____ **Middle Initial:** ____ **Last Name:**_____

User Name *(if applicable)*:_____ **Site/Facility:** _____

Phone Number: _____

1. What is your father's year of birth? : _____
2. What is your first pet's name? : _____
3. What is your first home street address? : _____
4. What is your favourite colour? : _____

PLEASE EMAIL THE COMPLETED FORM TO servicedesk@sharedhealthmb.ca OR FAX TO 204-940-8700

8. Approve the account request, email the completed account request form to the Shared Health Service Desk at servicedesk@sharedhealthmb.ca.
9. Receive the username and temporary password from the Service Desk and provide it to the new eChart Manitoba user once they have completed their training.

Important note: Maintain the username and temporary password in a confidential location until it can be provided to the new user. Destroy all record of the temporary password once shared with the user. A user must log in and change their temporary password as soon as they receive it.

Changing a user's profile information

If a user's first/last name, eChart Manitoba role or labour classification changes, an eChart Manitoba Account and Access Request Form indicating the required change(s) must be submitted to the Shared Health Service Desk.

Disabling a user's eChart Manitoba access

When a user no longer requires access to eChart Manitoba, submit an eChart Manitoba Account and Access Request Form indicating a request to disable the account, to the Shared Health Service Desk. A disable must be done as soon as possible.

A user account must be disabled at the site 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.

A user must only access eChart where authorized by their AS.

Immediate deactivation of accounts

For immediate deactivation of an account (e.g., for a suspected breach or short notice employment termination) call the Shared Health Service Desk, provide the user's details (e.g., full name and location), and request account termination.

Determine that employee needs access, that all forms are complete and approved.

↓

Submit request to Shared Health Service Desk.

↓

Shared Health Service Desk provides AS or AAR username and temporary password.

↓

User logs in and changes temporary password.

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

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Selecting appropriate eChart Manitoba roles

Access requests will NOT be accepted by phone. They must be emailed.

Clinical view with Images and override is limited to users who meet the criteria on the pathway on page 9 .

Available user roles (access level)

Health-care providers must access only the information needed for direct patient care.

Clinical View with Images & Override

Granted to users who are members of a regulated health-care profession and who also have the ability to prescribe in a clinical setting (emergent or non-emergent).

Provides access to all clinical and demographic views, and the ability to launch PACS WebViewer. This is the only role with the ability to override a patient's Disclosure Directive.

Clinical View with Images

Provides access to all clinical and demographic views and to launch PACS WebViewer. There is no ability to override a patient's Disclosure Directive.

Clinical View

Provides access to all clinical and demographic views. There is no ability to override a patient's Disclosure Directive.

Laboratory and Reports View

Provides access to laboratory results and diagnostic imaging reports, as well as all documents under clinical documents. At this time, the clinical documents includes microbiology reports. This role also has access to demographic information.

Medication View

Provides access to medication and demographic information.

Immunization View

Provides access to immunization and demographic information.

Demographic View

Provides access to demographic information.

Selecting appropriate eChart Manitoba roles

The following pathway for determining level of user roles assists Authorized Sponsors to determine appropriate user access roles.

Provisioning of eChart access roles is a process unique to the duties, responsibilities and workflow of users, not to their professional designation. The exception to this is the highest level of access, Clinical View with Images and Override, which is limited to users who have the ability to prescribe in a clinical setting.

A decision to assign a role in eChart Manitoba must be made considering the following principles:

- The employee requires access to eChart Manitoba to perform their job.
- The employee is affiliated with a regulatory body directly or is under the direct supervision of such an individual.
- The employee agrees, through formal agreements with their employer, to exhibit conduct within the constraints of PHIA and related regulatory legislation where applicable.
- Any access to information, regardless of user role, is restricted to the minimum amount and on a need-to-know basis.

The agreement between Shared Health and the trustee organization, as well as the Terms of Use, outlines the monitoring and review of user activity as well as the application of sanctions should inappropriate access occur.

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Pathway for determining appropriate roles

Follow these steps to determine the role level of access that users should be granted.

Has the individual completed PHIA training and signed a PHIA Pledge of Confidentiality?
- No → Account request denied
- Yes ↓

Does the individual support direct care and treatment in their practice setting?
- No → Account request denied
- Yes ↓

Does the individual currently require access to a patient's **demographic** information **only** to fulfill their role?
- Yes ← **Demographic View** granted
- No ↓

Does the user maintain memberships or work under the direct supervision of a designated regulated health-care professional?
- No → Account request denied
- Yes ↓

Does the individual's role require access to a patient's **laboratory** and/or **diagnostic imaging** information only?
- Yes ← **Laboratory and Reports View** granted
- No ↓

Does the individual's role require access to a patient's **medication** information only?
- Yes ← **Medication View** granted
- No ↓

Does the individual's role require access to a patient's **immunization** information only?
- Yes ← **Immunization View** granted
- No ↓

Does the individual's role require access to all or a combination of a patient's information?
- No → Account request denied
- Yes ← **Clinical View** granted
- No ↓

Does the individual's role require access to all or a combination of a patient's information and access to DI images?
- No → Account request denied
- Yes ← **Clinical View with Images** granted

Is the individual a member of a regulated health profession providing care? Do they have the ability to **prescribe in a clinical setting** (emergent or non-emergent), where the inability to access history would substantially compromise providing assessment, diagnosis and care?

Yes ↓

Clinical View with Images & Override is granted

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Access Role Matrix

The chart below shows the eChart Manitoba roles and the information viewable by each role.

Information Available	Level of Access: Demographic View	Laboratory and Reports View	Immunizations View	Medications View	Clinical View	Clinical View with Images	Clinical View with Images & Override
Demographic information	✓	✓	✓	✓	✓	✓	✓
Immunizations	✗	✗	✓	✗	✓	✓	✓
Medications	✗	✗	✗	✓	✓	✓	✓
Clinical documents	✗	✓	✗	✗	✓	✓	✓
Laboratory results	✗	✓	✗	✗	✓	✓	✓
Diagnostic image reports	✗	✓	✗	✗	✓	✓	✓
Launch image viewer	✗	✗	✗	✗	✗	✓	✓
Pathology	✗	✓	✗	✗	✓	✓	✓
Encounters	✗	✗	✗	✗	✓	✓	✓
Ability to override	✗	✗	✗	✗	✗	✗	✓

Legend

✓ **Access**

✗ **No access**

Site and User Management Report

The eChart Manitoba Site and User Management Report is sent out automatically to Authorized Sponsors on a monthly basis. It can also be sent to other individuals with site responsibilities if requested by the Authorized Sponsor.

The report provides the names of all authorized users at the site, their eChart access roles and how often they searched for patient information in the past month.

The report displays for each eChart account at the site, the date and time of the last user login and their activity in eChart measured by how often the user did a patient search and how often they opened a patient record. The report also highlights users who have not used eChart for nine or more months.

The top part of the report lists all individuals who have been assigned eChart site responsibilities by Authorized Sponsors, such as Privacy Officers or Authorized Account Requestors.

The purpose of this report is for Authorized Sponsors to review, identify and communicate required changes, note low usage and encourage eChart adoption or end-user training.

Logging into eChart Manitoba

Logging in

The user will be given their username and temporary password by the AS or AAR.

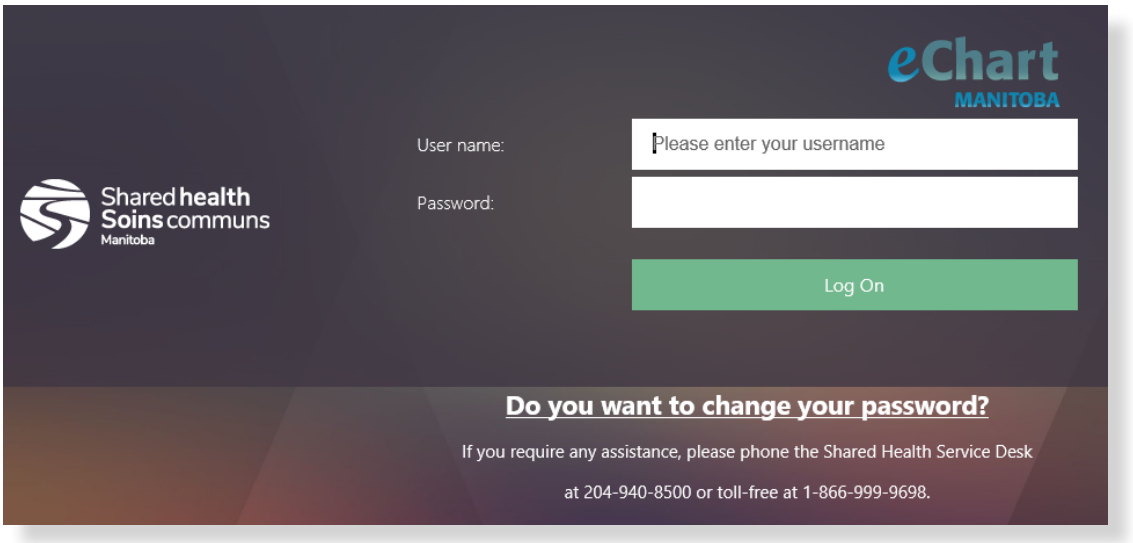
The user is required to change their temporary password and will be prompted to read and accept the eChart Terms of Use (see page 13-14 for the Terms of Use,) prior to accessing the system for the first time.

Your eChart Digital Solutions Facilitator will provide a reference sheet with step-by-step instructions to help users with this process.

Changing eChart Manitoba password

The system will prompt the user to change their password after 90 days. Refer to the reference guide on the eChart Manitoba website for instructions.

Shared Health Service Desk:
(204) 940-8500
servicedesk@sharedhealthmb.ca



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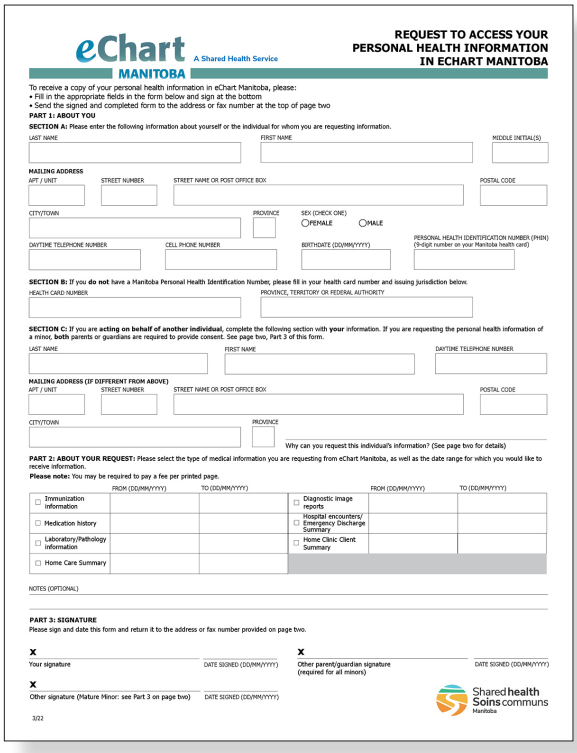
Patient Forms

Health-care providers may receive inquiries from patients about the security and privacy of their personal health information.

Patients can request to view or receive a copy of their personal health information in eChart, see who has accessed their eChart record, and limit access to their information within eChart.

Providing patients with access to their personal health information

- Encourage patients to discuss with their health-care provider, who can provide a view of their personal health information in eChart Manitoba
- Provide the Request to access your personal health information in eChart Manitoba form and other educational materials such as the eChart brochure (Information-is-the-best-medicine-brochure.pdf).
- Ensure processes are in place to assist patients with accessing their personal health information



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REQUEST TO ACCESS YOUR PERSONAL HEALTH INFORMATION IN ECHART MANITOBA

To receive a copy of your personal health information in eChart Manitoba, please:
• Fill in the appropriate fields in the form below and sign at the bottom
• Send the signed and completed form to the address or fax number at the top of page two

PART 1: ABOUT YOU

SECTION A: Please enter the following information about yourself or the individual for whom you are requesting information.

LAST NAME | FIRST NAME | MIDDLE INITIAL(S)

MAILING ADDRESS
APT / UNIT | STREET NUMBER | STREET NAME OR POST OFFICE BOX | POSTAL CODE
CITY/TOWN | PROVINCE | SEX (CHECK ONE) ○ FEMALE ○ MALE
DAYTIME TELEPHONE NUMBER | CELL PHONE NUMBER | BIRTHDATE (DD/MM/YYYY) | PERSONAL HEALTH IDENTIFICATION NUMBER (PHIN) (9-digit number on your Manitoba health card)

SECTION B: If you **do not** have a Manitoba Personal Health Identification Number, please fill in your health card number and issuing jurisdiction below.

HEALTH CARD NUMBER | PROVINCE, TERRITORY OR FEDERAL AUTHORITY

SECTION C: If you are **acting on behalf of another individual,** complete the following section with **your** information. If you are requesting the personal health information of a minor, **both** parents or guardians are required to provide consent. See page two, Part 3 of this form.

LAST NAME | FIRST NAME | DAYTIME TELEPHONE NUMBER

MAILING ADDRESS (IF DIFFERENT FROM ABOVE)
APT / UNIT | STREET NUMBER | STREET NAME OR POST OFFICE BOX | POSTAL CODE
CITY/TOWN | PROVINCE

Why can you request this individual's information? (See page two for details)

PART 2: ABOUT YOUR REQUEST: Please select the type of medical information you are requesting from eChart Manitoba, as well as the date range for which you would like to receive information.
Please note: You may be required to pay a fee per printed page.

	FROM (DD/MM/YYYY)	TO (DD/MM/YYYY)		FROM (DD/MM/YYYY)	TO (DD/MM/YYYY)
☐ Immunization information			☐ Diagnostic image reports		
☐ Medication history			☐ Hospital encounters/ Emergency Discharge Summary		
☐ Laboratory/Pathology information			☐ Home Clinic Client Summary		
☐ Home Care Summary					

NOTES (OPTIONAL)

PART 3: SIGNATURE
Please sign and date this form and return it to the address or fax number provided on page two.

X Your signature | DATE SIGNED (DD/MM/YYYY)
X Other parent/guardian signature (required for all minors) | DATE SIGNED (DD/MM/YYYY)
X Other signature (Mature Minor: see Part 3 on page two) | DATE SIGNED (DD/MM/YYYY)

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Record of user activity

Patients can receive a copy of who has viewed their personal health information by submitting a Request record of user activity in eChart Manitoba form.

Disclosure Directives

Patients can request to add a Disclosure Directive to prevent health-care providers from viewing their personal health information in eChart Manitoba. A Disclosure Directive limits all authorized health-care providers from seeing an individual's clinical information. Identifying information, including name, date of birth, gender, address and personal health identification number (PHIN) will still be viewable to the health-care provider but the clinical information (e.g., lab results, medications, immunizations) will not be viewable unless the user has the ability to override the Disclosure Directive.

Patients can add or remove a Disclosure Directive at any time by submitting an Add or remove a Disclosure Directive in eChart Manitoba form.

Making changes to records

eChart Manitoba is comprised of information from existing electronic clinical systems.

If there is an error in the information, the correction must come from the system of the source organization (e.g., the laboratory).

The source systems for eChart are responsible for ensuring information they provide is correct, current and complete.

- Corrections and updates appear in eChart once the source has sent the correction or update
- eChart does not notify users when changes or corrections occur

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Terms of Use for eChart Manitoba

In return for being authorized to access and use eChart Manitoba, I agree to comply with the following Terms of Use. I understand that my "Authorizing Organization" is any organization or entity through whom I am granted access to eChart Manitoba as part of the conditions of my work.

1.0 Access to eChart Manitoba

1.1 I will restrict my access to and use of eChart Manitoba to:

(a) information about individuals with whom I am in a care relationship and whose information is necessary for the provision of he alth care or for arranging the provision of health care; or

(b) information that I require to fulfill my administrative responsibilities and duties related to supporting the provision of health care and/or performing a clinical validation role; and I will not access or use information contained in eChart Manitoba for any other purpose or with respect to any other individual.

1.2 In order to maintain a user account with eChart Manitoba I will provide to my Authorizing Organization and keep up-to-date certain business contact information about me. I consent to that information being shared with Digital Health.

1.3 I understand that each of my Authorizing Organization(s) may have its own rules, requirements and restrictions for my access to and use of eChart Manitoba, and I agree that I will comply with them as they may apply to me.

2.0 Provision of eChart Manitoba

2.1 I recognize that eChart Manitoba is an adjunct to existing methods for determining relevant clinical history and that data presented may not be complete, as this is dependent on factors beyond the control of Digital Health including, but not limited to, the accuracy and integrity of the data provided by source sites, technical support capacity at source sites and the extent of available sources.

2.2 I acknowledge that the content, format and nature of eChart Manitoba may change from time to time without prior notice to me.

2.3 I agree that Digital Health in its sole discretion, and without prior notice, may temporarily or permanently cease making eChart Manitoba, or any of its features, available to me or to users generally.

2.4 I acknowledge that the PACS Webviewer portion of eChart Manitoba is not intended for diagnostic use. It is for image review only.

3.0 My password and account security

3.1 I am responsible for maintaining at all times the confidentiality of my user ID and my password. I will not disclose them to or share them with anyone else or leave them where others might see them.

3.2 I acknowledge that all actions taken in eChart Manitoba under my user ID and password are deemed to have been taken by me, and I agree that I will be solely responsible for all activities that occur using my user ID and password. To help prevent others from accessing eChart Manitoba using my user ID and password, I will log out of eChart Manitoba as soon as I have completed each session.

3.3 If I suspect that my password has been obtained or used by another person, I will immediately notify the Shared Health Service Desk and change the password. I will also immediately advise my Authorizing Organization(s).

3.4 I am aware that my access to and activity on eChart Manitoba will be logged and may be monitored, may be audited on a random basis and will be audited if a breach of security is reported or suspected.

Audit reports may be shared across my Authorizing Organization(s).

3.5 I will refrain from any action which will or may disrupt the operation or availability of eChart Manitoba or modify or delete in any way the information in eChart Manitoba.

4.0 Record of user activity

4.1 I understand that eChart Manitoba is capable of creating a record of user activity in accordance with the Personal Health Information Regulation made under The Personal Health Information Act, and that an individual will be given on request an excerpt from the record of user activity showing a list of persons, by name, who have viewed that individual's information on eChart Manitoba (including my name, if applicable).

5.0 Maintaining Confidentiality

5.1 I will keep confidential all information which I may obtain from eChart and accordingly will comply with these Terms of Use, my legal obligations (including,

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Terms of Use for eChart Manitoba

where applicable, under The Personal Health Information Act) and my Authorizing Organization(s)'s rules, requirements and restrictions applicable to such information.

5.2 When a computer screen is displaying information from eChart Manitoba, I will not leave it unattended and will ensure that no one is inappropriately viewing the screen.

5.3 I will access and use eChart Manitoba only from computers which are designated for that purpose by my Authorizing Organization(s) or from computers which: (1) I am reasonably confident are secure; (2) are not generally available for public use; and (3) have suitable anti-virus and anti-spyware protections.

5.4 I will hold and use any information that is printed or copied from eChart Manitoba in accordance with applicable laws and any applicable policies.

6.0 Duty to report breaches

6.1 I will report any actual, suspected or potential privacy or security breaches involving eChart Manitoba (whether caused by me or another person) immediately in accordance with the applicable policies and procedures, including to the Shared Health Service Desk and to my Authorizing Organization(s).

7.0 Ending my relationship with eChart Manitoba

7.1 If I want to terminate my access to eChart Manitoba, I may do so at any time by notifying either my Authorizing Organization(s) or the Shared Health Service Desk.

7.2 My Authorizing Organization(s) and/or Digital Health may also terminate my eChart Manitoba access at any time if:

(a) I am no longer providing or supporting direct patient care for that Authorizing Organization;

(b) I breach any provision of laws pertaining to the protection of information in eChart Manitoba (including, where applicable, The Personal Health Information Act) and/or of these Terms of Use, or have acted in manner which clearly shows that I do not intend, or I am unable, to comply with any of their provisions; or

(c) I conduct myself in a manner that puts eChart Manitoba and the information in it at risk of unauthorized use or disclosure.

7.3 I understand that if my access to eChart Manitoba has been terminated under Subsection 7.2(b) or (c), notification may be sent to my Authorizing Organization(s) and to any applicable professional bodies.

8.0 Changes to the Terms of Use

8.1 Shared Health may make changes to these Terms of Use from time to time, and my continued use of eChart Manitoba signifies my consent to those changes.

The current version of the Terms of Use is available for viewing at https://echartmanitoba.ca/files/echart-terms-of-use-form.pdf and I will review that website from time to time to determine if any changes have occurred. In addition, I understand that changes to the Terms of Use may be brought to my attention upon access to eChart Manitoba, in which case I will be asked to agree to the Terms of Use presented to me at that time.

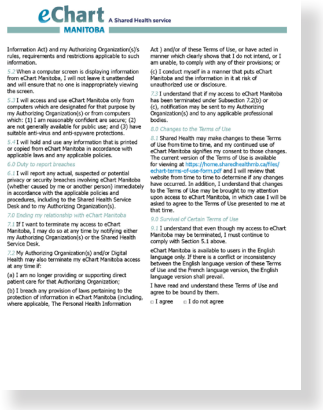
9.0 Survival of Certain Terms of Use

9.1 I understand that even though my access to eChart Manitoba may be terminated, I must continue to comply with Section 5.1 above.

eChart Manitoba is available to users in the English language only. If there is a conflict or inconsistency between the English language version of these Terms of Use and the French language version, the English language version shall prevail.

I have read and understand these Terms of Use and agree to be bound by them.

□ I agree □ I do not agree



Note: Users must electronically accept the Terms of Use for eChart Manitoba when they log in for the first time. This copy of the Terms of Use for eChart Manitoba is provided so that users know what to expect when they log on electronically. All users must agree to the Terms of Use before they are allowed access into the system. The most current copy of the Terms of Use is available for review any time on the eChart Manitoba website at: https://echartmanitoba.ca/files/echart-terms-of-use-form.pdf

Support

Connecting with support services

Shared Health Service Desk

The Shared Health Service Desk is a single point of contact for all eChart Manitoba issues.

If the issue cannot be resolved during the initial call, it may be transferred to a Clinical Informaticist (CI) for further review. A CI is a clinician who has advanced training in eChart Manitoba and understands clinical practice and information systems. After each call to the Shared Health Service Desk, the caller will receive an email with an incident number assigned to the issue. This number should be kept until the issue is resolved.

Contacting 24/7 support:

Shared Health Service Desk:

Phone: (204) 940-8500

Phone (toll-free): 1-866-999-9698

Email: servicedesk@sharedhealthmb.ca

For general inquiries:

eChart Manitoba

Web: echartmanitoba.ca

Email: echart@sharedhealthmb.ca

Phone (toll-free): 1-855-203-4528

Fax: (204) 926-9148

Glossary of acronyms

Acronym	Description
AAR	Authorized Account Requestor
AS	Authorized Sponsor
CPL	Cadham Provincial Laboratory
CR	Manitoba Provincial Client Registry
DPIN	Drug Program Information Network
EMR	Electronic Medical Record
EPR	Electronic Patient Record
LMS	Learning Management System
PACS	Picture Archiving and Communication System
PHIA	Personal Health Information Act
PHIN	Personal Health Information Number
PHIMS	Provincial Health Information Management System
PO	Privacy Officer
PWV	PACS Web Viewer
RIS	Radiology Information System