

# SHARE Quick Reference Guide



## Community Pharmacist Access to Lab Values in SHARE

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Province of Nova Scotia  
Department of Health and  
Wellness



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## *Getting Help: What You Need to Know*

**Support for SHARE is provided by Health Information Technology Services – Nova Scotia (HITS-NS). When you call for support, the phone will be answered ‘HITS Nova Scotia Service Desk’.**

### **What to Say When You Call:**

- Say that you have a question about the **SHARE Clinical Portal** (they need to know that you are calling about the SHARE system)
- Give them your name and telephone number where you can be reached

### **Support Hours:**

SHARE is supported by a team of clinical application specialists at HITS-NS.

- The HITS-NS Service Desk is open to log calls for the SHARE Support Team 24/7/365
- The SHARE Support Team’s hours of operations are:
  - **Monday to Friday, 8:00am – 4:00 pm**

### **SHARE Downtime:**

If SHARE is down unexpectedly, a notice will appear on the Login screen.

Regularly scheduled maintenance for SHARE occurs every Monday morning at 2:00am for a short period of time. A reminder notice will appear on the Login screen.

### **HITS-NS Service Desk - Phone Number:**

**1-866-224-2555**



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## **Lab Values Available in SHARE**

### **(May 2015)**

It is important to understand that not all patient lab information is available in SHARE.

SHARE contains lab information sent to it from the three information systems that support the hospitals in the province. Each of these systems is unique which means there is some variation in the lab information sent to SHARE. The information provided below will help pharmacists to understand what they can expect to find in SHARE.

- The availability of a lab result in SHARE is dependent on: (see details below)
  - Where the lab specimen was collected
  - Where the lab specimen was processed
  - The type of lab values available to SHARE from the three hospital systems in the province

### **Specimen Processing:**

- In Nova Scotia lab specimens are processed at hospital-based labs, no matter where they are collected.
- Not all hospital labs process all lab tests. Sometimes hospitals are required to send specimens to other hospital labs for processing.

### **Private Collection Centres:**

- Specimens collected at private collection centres (i.e., collection centres in community pharmacies), a family doctor's office or a long term care facility may or may not be available in SHARE depending on where in the province they are *processed*.
- **Lab specimens from private collection centres processed in hospitals in the former Capital District Health Authority (CDHA) or at the IWK will not be in SHARE** (some exceptions may apply)

### **Hospital Collection Centres :**

- Specimens collected at collection centres in hospital or associated with hospitals (e.g., Bayers Road Collection Centre) may or may not be available in SHARE depending on where in the province they are *processed*.

The following table indicates the lab values available in SHARE.

<b>Collected:</b>	<b>Processed:</b>	<b>Result Available in SHARE:</b>
CDHA hospitals/associated collection centres	CDHA	<b>Yes</b>
CDHA hospitals/associated collection centres	All other hospitals in NS <b>except</b> IWK	<b>Yes</b>
IWK	IWK	<b>Yes</b>
IWK	All other hospitals in NS <b>except</b> hospitals in CDHA	<b>Yes</b>
All hospitals in NS, except CDHA hospitals and the IWK	All hospitals in NS, <b>except</b> CDHA hospitals and the IWK	<b>Yes</b>

**Note:** Sometimes lab specimens are sent out of province for processing. Only results for specimens sent out of province by IWK will be available in SHARE, and some exceptions may apply.

### Types of Lab Results Available From Hospital Systems:

- The types of lab results available in SHARE depend on what information is sent to SHARE from the three hospital systems. See table below.

<b>Hospital System:</b>	<b>Type of Lab Results:</b>
CDHA	General Lab (Chemistry and Hematology) plus Blood Bank, Pathology, Microbiology
IWK	General Lab (Chemistry and Hematology)
All other hospitals	General Lab (Chemistry and Hematology)

**Note:** CDHA in this document refers to the former Capital District Health Authority. As of April 1, 2015 CDHA became part of the Nova Scotia Health Authority and is currently referred to as Central Zone.

## Privacy and the *SHARE Clinical Portal*: WHAT YOU NEED TO KNOW

The *Personal Health Information Act (PHIA)* sets out the requirements for privacy and consent regarding the collection, use and disclosure of personal health information.

All information in an individual's SHARE profile is considered to be personal health information.

### Authorized Access to SHARE:

**Only access what you are authorized to access on SHARE to provide or support patient care.**

- Don't look unless you are authorized to do so.
  - Access to patient information doesn't mean you are authorized to view it.
  - Access patient information because you need it to perform your job as a pharmacist.
- Don't tell others about patient information unless they are authorized to know it.

### Patient Rights:

- Patients may ask for a copy of who has accessed their personal health information in SHARE.
- Patients may ask for a copy of their personal health information contained in SHARE.
- Patients may take legal action against pharmacies for damages resulting from unlawful disclosure.

### Accessing SHARE:

A user is only authorized to access SHARE information in the performance of the user's role within the health care system. Specifically, you may access and use the information in SHARE when:

- You are in a current care relationship with the individual who is the subject of the information.
- You are providing health services to the individual either in presence or absence of the individual.
- Your access to the information is necessary for the provision of health service or for making a determination for a related health service.
- The information is related to and necessary for the current session of care.

**What is a privacy breach?** An abuse or misuse of authorized access leading to inappropriate use or disclosure of personal health information. You must report any privacy breach to the Department of Health and Wellness *Health Privacy Office*.

Your access to SHARE can be **audited** at any time. Patients have a right to request an audit of access to their own information to see who has accessed it.