

SHARE Quick Reference Guide



Drug Information System Access Through the SHARE Clinical Portal

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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 the Drug Information System (DIS) and 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 – DIS is a part of SHARE)
- 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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SHARE Clinical Portal Access Roles

The SHARE Clinical Portal is intended for use by the following staff members for accessing information in the Drug Information System (DIS):

- clinical staff (other than prescribers) required to see information in patient medication profiles
- administrative staff responsible for preparation of the paper chart
- administrative staff responsible for the creation of the daily clinic work list.

Because SHARE/DIS contains information for patients across the province, an organization/clinic requesting access to the SHARE Clinical Portal is required to provide separate staff members to fill two distinct roles as follow. **This requirement exists to protect patient privacy and the confidentiality of their information by allowing access to clinical information only for patients of the clinic.**

Role 1: Clinic Work List Creation – Admin Role

The staff member(s) with this role will create a daily work list for the organization/clinic which contains the names of patients to be seen that day. This user will have access to patient demographic information only; they will not have access to clinical information.

This user will likely be an administrative staff member.

Role 2: Clinic Work List Access – Clinician Role

The staff member(s) with this role will be able to read the daily work list and access DIS information for those patients on the list. This user (or users) will have access to DIS medication profiles for only those patients appearing on the daily work list.

This user could be an administrative staff member(s) requiring clinical information in the DIS for paper chart preparation, or a clinical staff member(s) requiring access to the clinical information contained in the DIS for clinical purposes.

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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.
- 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.