



PRIVACY ZONE for SHARE USERS



Privacy Zone for SHARE Users

...is brought to you through...

The SHARE Program, Nova Scotia Department of Health

- Responsible for the vision and ongoing evolution of SHARE.

and

Health Information Technology Services – Nova Scotia (HITS-NS)

- Responsible for the ongoing operations of the SHARE system.



Welcome to the Privacy Zone for SHARE users.

This Privacy Zone for SHARE users' presentation, is brought to you by the SHARE Program, Nova Scotia Department of Health – Responsible for the vision and ongoing evolution of SHARE.

And, Health Information Technology Services Nova Scotia – responsible for the ongoing operations of the SHARE system.

What is Privacy Zone?

- Privacy Zone is training to increase privacy awareness.
- Its goal is to provide basic information about privacy and what is required for SHARE.
- The intended audience for this training includes all users of SHARE.



Let us start out by answering the question – What is Privacy Zone?

Objectives

On completion of the Privacy Zone course, the learner will understand:

- The main privacy principles of SHARE.
- Why the patient's right to privacy is important and how it is governed.
- What personal information and personal health information mean.
- What authorized access and privacy breach mean.
- How to protect against a privacy breach.



The learning objectives for this program are, that on completion of the Privacy Zone course, the learner will understand:

- The main privacy principles of SHARE
- Why the patient's right to privacy is important and how it is governed
- What personal information and personal health information mean
- What authorized access and privacy breach mean
- How to protect against a privacy breach



Principles and Definitions

We will begin the program with Principles and Definitions.

Main Principles

- 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.



There are 3 main principles that govern all of your activities on the SHARE system.

Privacy

- Is the right of an individual to control who has access to his or her personal information.
- Most people expect when they visit a hospital or a doctor's office that their personal information will only be shared with the people who are providing or supporting their health care.
- Health care providers can support the patient's right to privacy by only accessing patient information to provide or support care.



What does the term Privacy mean?



Confidentiality

- Is different from privacy.
- Confidentiality is the obligation to preserve the secrecy of another person's personal information.
- People expect that health care providers will use their personal information in confidence – meaning, that it will only be used and shared as needed to provide them with the health services they expect.
- Confidentiality requires that a health care provider limits use and disclosure of a person's personal information.

Next, let us look at Confidentiality.



Patient Right to Privacy

Next, we will examine the patient's right to Privacy.

Patient Rights

- Patients may take legal action against health care facilities or organizations for damages resulting from unlawful disclosure.
- Patients have the right to request access to or correction of (amendment) their personal health information.
- Patients have the right to raise their concerns with the health care facility or organization's Privacy Officer.

Every patient has a number of basic rights.

Why the right to privacy is important

The right of privacy is essential to the trust and integrity of the patient / health care provider relationship.

What are you required to do?

- You are required by law and policies to protect the patient's right to privacy.



Why the right to privacy is important.

You are required by law and policies in facilities or organizations and shares to protect the patient's right to privacy.



The patient's right to privacy is governed by law, policy & agreements...

- NS *Hospitals Act*
- NS *Freedom of Information and Protection of Privacy Act (FOIPOP)*
- Federal *Personal Information Protection and Electronic Documents Act (PIPEDA)*
- NS *Personal Information International Disclosure Protection Act (PIIDPA)*
- Hospital and health care facility or organization policies
- SHARE Privacy and Security Policy
- SHARE Conditions of Use or Terms of Use document
- SHARE Remote Access Policy and agreement



These are some of the governing laws, policies and agreements.



Personal Information and Personal Health Information



Next, we will examine personal information and personal health information (PHI).



Personal Information and Personal Health Information

Let's understand what Personal Information and Personal Health Information mean.



To do this, we need to understand what Personal Information and Personal Health Information mean.

Personal Information

Personal information about an “identifiable individual” includes:

- Name, address, phone number
- Characteristics (age, color, disability, etc)
- Marital or family status, i.e. number of children
- Educational and employment history
- Personal history
- Health information – lab, DI, etc.
- Opinions, references about the individual
- Individual’s own views and opinions
- Any combination of personal information that can be linked to identify the individual.

Personal Health Information

Information about an individual that:

- Identifies the individual; or may be used or manipulated by a reasonably foreseeable method to identify the individual; or may be linked by a reasonably foreseeable method to other information that identifies the individual.

Source: 2009 COACH Guidelines

Personal Health Information

And that may include information related to:

- The physical or mental health of the individual; the provision of health services to the individual; the registration of the individual for the provision of health services; the donation of any body part or bodily substance of the individual, or is derived from the testing or examination of any such body part or bodily substance; payments or eligibility for healthcare; a number, symbol, or particular, assigned to an individual to uniquely identify the individual for health system purposes.

Source: 2009 COACH Guidelines

Personal Health Information

And information that:

- Is collected in the course of the provision of health services to the individual; or registration and practice information about a health professional.

Source: 2009 COACH Guidelines

 Authorized Access, Privacy
Breach and Audit

Authorized Access

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

- a. They are in a current care relationship with the individual who is the subject of the information.
- b. They are providing health services to the individual either in the presence or absence of that individual.

Source: Alberta Netcare Information Exchange Protocol



Authorized Access (cont'd)

- c. Their access to the information is necessary for the provision of the health service or for making a determination for a related health service.
- d. The information is related to and necessary for the current session of care.

Source: Alberta Netcare Information Exchange Protocol



Privacy Breach

What is a privacy breach?

- An abuse or misuse of authorized access leading to inappropriate use or disclosure of personal health information.

What should happen if a privacy breach occurs?

- Report any incidents to your manager or Privacy Officer and follow the policies and procedures of your health care facility or organization.
- Your facility or organization is required to report any privacy breaches or incidents involving SHARE information to the SHARE Program/HITS-NS.



 **To prevent a privacy breach ask yourself – do you or others really need to know?**

- Don't assume that because you have access to SHARE, it's OK to look up any information you'd like.
- Keep the "need to know" principle in mind – access patient information on SHARE only when you need to know it in order to provide or support patient care.
- Examples of privacy breaches:
 - Accessing your own information or that of your children, family, friends, neighbors, co-workers, people in the news or famous people.
 - Sharing, copying, or printing information without proper authorization.



How do you protect?

Use your access to the electronic information in SHARE responsibly:

- Follow policies and procedures.
- Only access or print what you need to provide or support patient care for a current session or episode of care.
- Make sure the information on your screen can't be viewed by others who are not authorized to view it.
- Access or print information only when you are in a secure, non-public location.



How do you protect (cont'd)?

Use your access to electronic information in SHARE responsibly:

- Unless you have authorization from the Department of Health in advance, do not access SHARE information from outside Canada.
- If you print from SHARE, make sure the printer is in a secure location and that you collect the print-out promptly.
- Don't share your password with anyone – you are responsible if you disclose your user name and password and a privacy breach results.



What is an audit?

- An audit is another way to protect personal information and personal health information.
- A record is kept when any user logs in and views patient information on SHARE.
- This record can be used as part of an audit process to verify that the user accessed the patient's information on SHARE appropriately.



Audit

- Your access to SHARE can be audited at any time
 - Randomly
 - By request of a patient
 - By request of your health care facility or organization
- Patients have a right to request an audit of access to their own information and see who has accessed it.
- Proven privacy breaches or incidents may result in disciplinary procedures.



Risks of not maintaining confidentiality:

Loss of:

- Patient privacy
- Patient trust
- SHARE access
- Pay with suspension from work
- Your job
- Your license



In Closing

 **Bottom Line**

Become a privacy protector!

Remember

- 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
 - Just because you have access to patient information doesn't mean you are authorized to view it.
 - You should only 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.






You have completed the Privacy Zone module of the SHARE Clinical Portal training course.

Now test your knowledge by taking the quiz.




Throughout this quiz, once you have answered the question, click the **Submit** button to proceed.



A user is authorized to print SHARE patient health information to a printer in a public location.

True

False



Answer: False. Access or print information only when you are in a secure, non-public location.



"Don't look at a patient's health information unless you are authorized to do so" - is a privacy principle for SHARE

- True
- False



Answer: True.



A SHARE user is authorized to access patient information on SHARE even though the user does not have a care relationship to the patient

- True
- False



Answer: False. 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.

The obligation to preserve the secrecy of another person's personal information.
Drag and drop the correct answer from the choices below

Confidentiality

Privacy

Shar@
SECURE HEALTH ACCESS RECORD

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Answer: Confidentiality. Confidentiality is the obligation to preserve the secrecy of another person's personal information.




It is ok to share your password with someone else because they forgot their own password

True

False




Answer: False. Use your access to electronic information in SHARE responsibly. Don't share your passwords with anyone – you are responsible if you disclose your username and password and a privacy breach results.



A patient's health card number is considered personal health information.

True


False



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Answer: True. Personal information about an “identifiable individual” includes the patient health card number.




A patient can request an audit to see who has accessed their health information.

True

False



Shar@
SECURE HEALTH ACCESS RECORD



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Answer: True. Patients have a right to request and audit of access to their on information and see who has accessed it.

The right of an individual to control who has access to his or her personal information. Drag and drop the correct answer from the choices below.

Confidentiality

Privacy

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SECURE HEALTH ACCESS RECORD

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Answer: Privacy. Privacy is the right of an individual to control who has access to his or her personal information.



What is the risk of not maintaining confidentiality of information?

- All of the Above
- Loss of patient trust and privacy
- Loss of SHARE access
- Loss of your job or suspension without pay
- Loss of your license



Answer: All of the Above.



Select the two answers that are considered a privacy breach

- Looking up your patient's test results on SHARE that are from another hospital to compare with new results.
- Looking up a co-worker's health information on SHARE to see how she is doing
- Accessing or printing information while in a secure and non-public location
- Looking up your children's health records on SHARE



Answer: Looking up a co-worker's health information on SHARE to see how she is doing and looking up your children's health records on SHARE are both considered privacy breaches.



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