



Health and Wellness

Procedure: Communicating DIS-Related Usernames and Passwords to Private Health Care Organizations

Originating Branch: Health Information Office

Original Approval Date: August 24, 2015 **Effective Date:** August 24, 2015

Approved By:

A handwritten signature in blue ink, appearing to read 'Natalie Borden'.

Natalie Borden, Program Director, Drug Information System Program

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Elizabeth Iwaskow, Director Privacy and Access, Health Information Office

Version #: 1.0

1. PROCEDURE STATEMENT

- 1.1. The purpose of this procedure is to provide guidance to Drug Information System (DIS) Project and Program employees who are responsible for providing usernames and passwords to DIS Portal and SHARE Clinical Portal users from private health care organizations.

2. DEFINITIONS

- 2.1. **Drug Information System (DIS):** An electronic system managed by the Nova Scotia Department of Health and Wellness that allows authorized health care providers to access, manage, share and protect medication information. The Drug Information System is a part of Nova Scotia's electronic health record (EHR) system called SHARE (Secure Health Access Record).
- 2.2. **Drug Information System (DIS) Portal:** A web-based portal hosted on the NS Health network that provides authorized users with access to the information within the Drug Information System (DIS) and support electronic prescribing ("e-Prescribing").
- 2.3. **Drug Information System (DIS) Program:** The Program of the Nova Scotia Department of Health and Wellness responsible for standards, funding, strategy, performance, and accountability of the Drug Information System (DIS).
- 2.4. **Email:** messages distributed by electronic means from one computer user to one or more recipients via a network.

- 2.5. **External Email Network:** Any email address domain other than Government of Nova Scotia (@novascotia.ca), Nova Scotia Health Authority (@nshealth.ca), or IWK (@iwk.nshealth.ca).
- 2.6. **Health Privacy Office (HPO):** Unit within the DHW that plans, develops, and implements privacy and access policies, processes, and communication initiatives to facilitate the appropriate use and protection of personal information and personal health information within the Department. The HPO holds legislative responsibility for personal health information collected, used, disclosed, retained, disposed and destroyed by the DHW. The HPO may also be referred to as the Privacy and Access Office (PAO).
- 2.7. **Information Services Support Provider:** The support organization for provincial health information technology applications that facilitate health care delivery in Nova Scotia, formerly referred to as Health Information Technology Services Nova Scotia (HITS-NS).
- 2.8. **NS Health Network:** The secure network that hosts technology applications that facilitate health care delivery in Nova Scotia.
- 2.9. **SHARE:** Secure Health Access Record System - Nova Scotia's Electronic Health Record (EHR) system, which is comprised of the following: Client Registry, Provider Registry, Clinical Repository and Clinical Portal.

3. **PROCEDURE OBJECTIVES**

- 3.1. The procedure ensures the security of electronic transmission of individual's usernames and passwords for the following networks and systems:
- NS Health Network (Active Directory)
 - DIS Portal (Active Directory)
 - SHARE Clinical Portal
- 3.2. The procedure ensures compliance with established Government of Nova Scotia and Nova Scotia Department of Health and Wellness policies, directives and guidelines related to external email networks, which are defined for the purposes of this procedure as any email address domain other than:
- Government of Nova Scotia (@novascotia.ca);
 - Nova Scotia Health Authority (@nshealth.ca); or
 - IWK (@iwk.nshealth.ca).

4. **APPLICATION**

- 4.1. This procedure applies to employees of the Department of Health and Wellness and the Information Services Support Provider acting in a capacity related to the Drug Information System (DIS) or SHARE Clinical Portal.
- 4.2. This procedure does not apply to other employees of the Department of Health and Wellness and the Information Services Support Provider, nor to individuals other than employees of the Department of Health and Wellness and the Information Services Support Provider.

5. SPECIFIC STEPS

- 5.1. When an employee to whom this procedure applies (see section 4.1) is involved in communicating usernames and passwords for the NS Health Network (Active Directory) for access to the Drug Information System (DIS) Portal or the SHARE Clinical Portal to individuals affiliated with private health care organizations who use external email accounts, they shall use a secure email system that has been approved by the DHW Health Privacy Office to transmit username and password information.
- 5.2. The username and password information must be contained within an attachment in Word, Excel or PDF format, and not in the body of the email message as the body of the message sent through secure email system is not secure.
- 5.3. In the event that the recipient is unable to access one of the secure email systems or is unable to download or view the attachment, usernames and passwords may be sent through postal mail in an envelope labelled confidential.

6. ACCOUNTABILITY

- 6.1. The DIS Program Director and Director Privacy and Access will jointly monitor the implementation, performance and effectiveness of this procedure.

7. MONITORING / OUTCOME MEASUREMENT

- 7.1. The DIS Program Director and Director Privacy and Access, and/or their delegates, will monitor the implementation, performance and effectiveness of this procedure.

8. REFERENCES

- 8.1. Electronic Mail Policy (Government of Nova Scotia)
- 8.2. A Guideline for the Use and Management of Electronic Mail (E-mail) (Government of Nova Scotia)
- 8.3. Transmission of Confidential Information by Email and Fax Guideline (Department of Health)
- 8.4. Secure Email Use Directive (Department of Health and Wellness, Privacy and Access Office)

9. APPENDICES

N/A

10. INQUIRIES

Drug Information System Program, Health Information Office
Nova Scotia Department of Health & Wellness
Email: DIS@novascotia.ca

11. VERSION CONTROL

Version Control:	1.0	August 19, 2015
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