

Privacy and Security Reminders

1. Access personal health information (PHI) only for patients who are in your circle of care.
2. Share PHI securely only with those who need to know for **health-care purposes**.
3. Immediately report all suspected or actual privacy breaches/security incidents to your Privacy Officer or Security Officer.
4. Use a unique and strong password for all logins.
5. Use only approved devices or processes to access the ConnectingOntario ClinicalViewer.
6. Use only your own login credentials and protect it - no sharing. You are accountable for ALL actions tracked to your login account!

Consent Directive

What is it?

An instruction made by a patient that prevents viewing of all or some of their personal health information.

Consent Directive Levels

Restriction	Example	Available In
<u>All records</u>	Patient does not wish to have any information viewed (e.g. John Smith does not want his information viewed in the ConnectingOntario ClinicalViewer).	acCDR * OLIS** DHDR ***
<u>All records from a particular organization/ practice</u>	Records from a particular organization can or cannot be viewed outside of that organization (e.g. John Smith does not wish to have any of his records contributed from (Centre for Addiction and Mental Health) CAMH viewed in the ConnectingOntario ClinicalViewer).	acCDR *
<u>All users at a particular organization/ practice</u>	All users from a particular organization can or cannot view the record (e.g. John Smith works at The Ottawa Hospital (TOH) and does not wish to have any of his records viewed by TOH employees; e.g. John Smith regularly receives care at CAMH and wants only CAMH employees to view his record).	acCDR *
A particular user	A particular agent can or cannot view the record (e.g. John Smith does not wish his colleague, nurse Sue Brown, to view his record).	acCDR *

Before you access a blocked record...

Before you perform an override¹ on any portlet in the ConnectingOntario ClinicalViewer:

1. Confirm if a block is placed on the dispensed medications tab. If a consent block is in place the standard yellow Consent Override button and red warning message appears.
2. Inform patient or substitute decision maker (SDM):
 - the reason for overriding consent
 - the override will apply to any other information or portlet where a block has been applied
 - they may refuse to permit the override
 - Information will be displayed according to the chart below

Data Source	Duration and Users Who May Access
acCDR *	Up to 11:59pm on the day that the override was initiated to the user that requested the override.
OLIS** and DHDR***	Available for 4 hours to all users at the organization or practice where the override occurred.

3. Click **Override Consent**.
4. Click **consent form**² to print the hard-copy consent form and obtain signature from the patient or SDM.
5. Select the circumstance and fill out SDM information accordingly. Risk of Harm is not permitted and will not override the consent block for dispensed medications or laboratory data.
6. Click **Override Consent and View Patient Record**.

Notes: Only access personal health information for the time and purpose you performed the override.

Currently, consent directives are not possible from the Diagnostic Imaging (DI) portlet.

¹To perform an override to prevent harm to the patient or another individual, no action is required prior to overriding consent. This action may only be performed for ConnectingOntario Acute and Community Clinical Data Repository data.

²[MOHLTC Temporary Unblocking Access to Your Drug and Pharmacy Service Information \(5047-87\)](#)

Redirect patient to your Privacy Officer for your organization or practice for:

- General Privacy questions or concerns,
- Blocking personal health information (Consent Directive Requests),
- Requests for access to personal health information or an audit report of who has viewed their record, or
- Reporting actual or suspected privacy and security incidents or breaches.

If you are unaware of or do not have a Privacy Officer, refer to eHealth Ontario at privacyandsecurity@ehealthontario.on.ca or 1-866-250-1554.