

**My health care provider refused to help me because I requested my information in the EMR be masked.**

**Does he/she have the right?**

Yes. If, in a health care providers' professional opinion, he/she cannot recommend a particular course of treatment because all of the patient's history cannot be accessed, the health care provider may refuse to provide or recommend treatment.

**What happens if I want my information to be viewed after I have masked it?**

You may provide consent at any time to an authorized health care provider to view masked information in the EMR. If you decide to unmask your information, talk to your health care provider. Once this request is received and processed, your information will be available for authorized health care providers to view as needed.

**Can I ask that my records stay the old way, on paper?**

No. To realize the benefits of the EMR, all medical charts will be changed to electronic format over time. You will not have the options of keeping your chart on paper only.

**What if I have a complaint or concern about my privacy in the Primary Health Care team or EMR?**

If you still have concerns, please talk to our health care provider, a member of your primary health care team, or contact the Quality of Care Coordinator at Sun Country Health Region, at 1-800-696-1622. The Region is the trustee accountable for all of the personal health information in the EMR.



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**Your Medical  
Record is  
Going  
Paperless!**

**Introducing the  
Electronic  
Medical Record  
(EMR)**

## What is the Electronic Medical Record (EMR)?

### The EMR is used to:

- Securely store and retrieve medical information needed to plan and manage primary health care services.
- Make it possible for your health care provider to securely share your personal health information with other members of your primary health care team and your other authorized health care providers.
- Provide reminders to your health care providers when important tests are due.

### What information is in the EMR?

Information in the EMR is the same as in your personal medical chart, like:

- Registration information like name, address, gender, date of birth and health services number.
- Clinical information including treatment notes, prescriptions and laboratory tests.

### Can I see or change the information in my EMR?

You can make a verbal or written request. If you make a verbal request, you will read it in the presence of authorized staff. If a printed copy is released, you may be requested to sign a form to explain the record was released. If you make a written request, only the specific information will be released. You will sign a Request To Access Personal Health Information form.

You may request corrections to personal health information if you believe there is an error or omission. A request for amendment must be in writing. The request is added to the health record.

### Is my personal health information safe and confidential?

Your personal health information is confidential and your health care providers take great care to protect it. Information is kept in strict confidence and is used or disclosed only as authorized or required by law. The Health Information Protection Act (HIPA) regulates the EMR.

The EMR stores only the minimum amount of information needed to plan, manage and provide primary health care services. Your information will be shared only with another health care provider involved in your care and authorized to view it.

### The following safeguards are in place to ensure only authorized health care providers and their staff can view your personal health information in the EMR:

- All health care providers and their office staff agree to maintain the confidentiality of information and use it only as needed.
- All access to the EMR is tracked and recorded for audit purposes.
- You can request a report of who has viewed your information in the EMR by asking your health care provider.
- You can mask your clinical information stored in the EMR. Masking hides your clinical information from view. You can read or amend your personal health information in the EMR through your health care provider.

Strict security safeguards are also in place. Policies, practices and computer systems are designed to protect your information from unauthorized use, error and loss.

### I don't want my clinical information in the EMR to be viewed or shared by health care providers. What do I do?

Patients may choose to have their information made unavailable for reading. Talk to your health care provider.

All access to personal health information (including masked information) is tracked, with the time and date of the access, the name of the health care provider accessing the information, and the reason for accessing the information.

### Masking your personal health information:

When an authorized health care provider logs into the EMR and selects a record that is masked, he/she will be able to view your registration information, but will be prevented from seeing your clinical information, except in these circumstances:

- With consent: At any time, an individual may give consent for a provider to view their masked information.
- In an emergency, if an individual is unconscious or unable to provide consent due to an illness. The information could be life-saving.
- When use or disclosure of the information is required to provide the specific health service needed.  
For billing of uninsured services or when required by law.