## **Privacy Officer Update - Accessing the ConnectingOntario Clinical Data Repository (CDR) via the ClinicalConnect ClinicalViewer**

As of <date>, the ClinicalConnect ClinicalViewer Visits and Transcriptions Module will contain acute and community data contributed from participating health care providers across Ontario This data is provided via the ConnectingOntario Clinical Data Repository and can date back to 2013.

For an overview and a complete list of information available to health care providers click here: [ConnectingOntario](http://www.ehealthontario.on.ca/en/for-healthcare-professionals/connectingontario).

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| **Patient Requests**Where a request involved the CDR, the patient must contact the **eHealth Ontario Privacy Office** at 1-866-250-1554 for all:* privacy-related inquiries or complaints involving the CDR,
* requests for corrections to a patient’s acute and community information in the CDR,
* requests to find out who in Ontario has accessed a patient’s information via the CDR in a given timeframe,
* requests regarding what information participating organizations have made available through the CDR, and
* block or unblock access to a patient’s information in the CDR (consent directive)[[1]](#footnote-1).

Refer to the *EHR Privacy Contact Matrix* for a description of the shared systems and contact information for patient privacy requests. | **Training Requirements**You must ensure end users with access to ClinicalConnect ClinicalViewer have been trained on their privacy and security obligations with respect to CDR prior to accessing this data on an annual basis. Since you have already delivered training to your staff, you must supplement your privacy and security training by circulating the **Summary of Privacy and Security Requirements for End Users of the ClinicalConnect ClinicalViewer** and ensure you track which end users have received the Summary. End users must receive this Summary by <date>. The CDR messages must be incorporated in your next round of annual training. These messages can also be found in the [**EHR Privacy Toolkit**](https://www.ehealthontario.on.ca/en/support/).  |
| **Consent Management**A patient may make a consent directive request to block records in the CDR with the following levels of granularity:1. All personal health information.
2. All personal health information created and contributed by a particular organization or practice.
3. All users from a particular organization or practice.
4. A particular user.

A consent directive may not be overridden for CDR information accessible via the ClinicalConnect ClinicalViewer. | **Audit Requirements**Access to the CDR, via the Visits and Transcriptions Module, is captured in the audit reports you receive for the ClinicalConnect ClinicalViewer[[2]](#footnote-2). As such, there are no new or additional auditing requirements for DHDR - complete audit reports as required. In the event you require a specific report for DHDR (i.e. internal investigation), you may make the following requests to eHealth Ontario Service Desk for the following audit reports:**By organization request**: eHealth Ontario will provide you with a report of all users in your organization who have accessed DHDR data in the timeframe set out in the request. **By user request**: eHealth Ontario will provide you with a report of all accesses to DHDR data by a particular user from your organization in the timeframe set out in the request.**REMINDER** - **all privacy incidents or breaches involving the CDR must be immediately reported** to the **eHealth Ontario’s Service Desk 1-866-250-1554**. Advise the Service Desk that you would like to open a breach / incident ticket. |

For more information, refer to the CDR Health Care Provider Guide at: <https://www.ehealthontario.on.ca/en/support/>

1. The Privacy Officer may intake this request on-behalf of the patient and forward to eHealth Ontario to apply. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)