

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
All records	Patient does not wish to have any information viewed (e.g., John Smith does not want his information viewed in the ClinicalViewer)	acCCR ³ OLIS ⁴ DHDR ⁵
All records from a particular organization / practice	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 the Centre for Addiction and Mental Health viewed in the ClinicalViewer)	acCCR ³
All users at a particular organization / practice	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)	acCCR ³
A particular user	A particular agent can or cannot view the record (e.g., John Smith does not wish his colleague to view his record)	acCCR ³

COVID-19 Information Privacy Considerations

Health care practitioners document the administration of COVID-19 vaccinations in COVaxON (COVID-19 Vaccine Global Access Facility, Ontario). DHDR provides a subset of this information in near real-time to the ClinicalViewer.

Existing DHDR consent directives and processes apply to COVaxON records:

- If a patient has blocked access to their DHDR records and a COVID-19 vaccination record is available for that patient, the COVaxON record will also be blocked
- When a patient/SDM's consent with a signature is obtained and a temporary consent override is performed, all available DHDR and COVaxON information is unblocked

However, at the time of COVID-19 vaccination, if a patient does not consent to share their information, it is not entered into COVaxON. Therefore, a record of the vaccination is not available in COVaxON or DHDR.

¹ No action is required prior to overriding consent when the circumstance for the override is to prevent harm to the patient or another individual. This option is only available for acCCR data

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

³acCCR = Acute and Community Clinical Data Repository; ⁴OLIS = Ontario Laboratories Information System; ⁵DHDR = Digital Health Drug Repository

Before you access a blocked record...

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

1. Confirm if a block is in place on the Dispensed Medications tab. If a consent block is in place, the standard message containing the Consent Override button displays
2. Inform the 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
acCCR ³	Up to 11:59 pm on the day that the override was initiated to the user who requested the override.
OLIS ⁴ and DHDR ⁵	Available for 4 hours to all users at the organization or practice where the override occurred.

3. Select **Override Consent**
 4. Select **Consent Form²** to print the hard-copy consent form and obtain signature from the patient /SDM
 5. Select the circumstance and fill out SDM information accordingly. The Risk of Harm option is not permitted and will not override the consent block for dispensed medications or laboratory data
 6. Select **Override Consent and View Patient Record**
- Notes:** Only access personal health information for the time and purpose you performed the override.

Due to current technical limitations in the ClinicalViewer, users accessing the EHR for purposes other than the provision of health care still need to perform consent directive overrides in order to access blocked records. Users accessing the EHR for "Other Authorized Purposes," such as coroners and medical officers of health, should initiate the consent override when prompted in the Clinical Viewer and select "express consent of the individual" as the reason.

Currently, consent override is not possible for the Diagnostic Imaging portlet.

Redirect patients to the Privacy Officer at your practice or organization 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, contact Ontario Health at oh-ds_privacyoperations@ontariohealth.ca or 1-866-250-1554