Ontario
eHealth Ontario

eHealth Ontario

What is Diagnostic Imaging Common Service?

Diagnostic Imaging (DI) Common Service will enable the sharing and viewing of patients' diagnostic images and reports from across Ontario, to hospital and community-based health care providers anytime, anywhere.

The initial deployment of this initiative will enable health care providers to have access to DI reports regardless of their location. The reports will be available through eHealth Ontario's One Portal, with further access channels enabled in subsequent releases.

The access to diagnostic images and reports helps to eliminate the need for physical transfer of test results, and the costly duplication of scans when a patient moves from one hospital to another. Most importantly for patients, this network allows specialists at one facility to access diagnostic images and reports acquired at other hospitals, allowing for more informed, timely medical decisions.

Privacy and Security:

eHealth Ontario's privacy office ensures that the electronic exchange of PHI among patients and health care providers is conducted securely, protecting and enhancing individual privacy. eHealth Ontario has put in place the following administrative, technical and physical safeguards in place to protect personal health information.

Administrative Safeguards

- eHealth Ontario has appointed Chief Privacy Officer as a point of accountability for privacy.

- Staff and contractors are required to undergo mandatory privacy fundamental training and DI Common Service specific role based training.

- eHealth Ontario has put in place a suite of privacy policies for the protection of personal health information generally and specifically for the DI Common Service. The privacy policies for DI Common Service are located at

  http://www.ehealthontario.on.ca/en/initiative/resources

- Third parties retained to assist in providing services to health information custodians agree, through contracts, to comply with the restrictions and conditions necessary for eHealth Ontario to fulfill its legal responsibilities.

- Privacy and security risk assessments are conducted for both product/service development and client deployments. Mitigation activities are well established and tracked as part of each assessment.

- Staff and contractors generally have no ability or permission to access personal health information. If access to personal health information is required in the course of providing eHealth Ontario services, individuals are prohibited from using or disclosing such information for other purposes.

- Staff and contractors must sign confidentiality agreements prior to joining or providing services to eHealth Ontario.

Technology Safeguards

- Authorization and authentication controls limit access to DI Common Service to only those individuals who require it to perform their job function.

- Logs are kept whenever a person connects to DI Common Service and views DI reports and images. These logs contain the person who connected to DI Common Service, what they did, and the date and time the activity occurred.

- Networks are protected by devices (firewalls and routers) which limit access to and from systems.

- Systems are kept up to date by installing software updates on a regular basis.

Physical Safeguards

- The system resides in specially-built facilities that are physically secured against unauthorized access.

- The facilities are staffed and monitored continuously on a 24/7 basis and are protected against environmental issues such as power outages and extreme weather conditions.

Note: Further information on safeguards to protect personal health information can be found at http://www.ehealthontario.on.ca/en/privacy and http://www.ehealthontario.on.ca/en/security

What if I don't want my information in DI Common Service to be shared with health care providers?

You may withdraw your consent for the disclosure of your personal health information to health care providers by contacting eHealth Ontario at 1-866-250-1554.

How do I make a request an access or correction to my record in DI Common Service?

You can to make an access & correction request by contacting eHealth Ontario at 1-866-250-1554.