

MySaskHealthRecord is intended to help improve patient engagement and support patients to take more ownership of their health. Now that some patients may have access to their personal health information online, it may bring forward questions to yourself and/or your clinic staff. Below are some questions that may arise, and some suggested responses for you to consider when speaking to your patients.

1. What if a patient tells me they think something is wrong/incorrect in their MySaskHealthRecord account?

- *You can report any suspected issues using the link found in your MySaskHealthRecord account.*
 - o *eHealth Saskatchewan will then work with the appropriate teams to ensure the data is corrected as needed.*
- *You can go to eHealthSask.ca and report the issue online or call their help desk at 1-844-767-8259.*

2. What if a patient asks me to review results that I didn't order in their MySaskHealthRecord account?

- *I can check the eHR Viewer (system which stores provincial health information) to look at the results, but you may need to review them with the provider that ordered the tests as they may have ordered them for a specific reason that I am not aware of.*
- *I don't have access to your results in my EMR*, but the results should have been sent to the ordering provider's attention and they will be reviewing those results.*
 - o *They may contact you if they want to review the results with you, or you can contact them if there are questions or concerns.*

*These situations may occur if patients go for testing at a facility that does not send results to the provincial repository, if they go for testing outside of SK, if they go for point of care testing and manually enter or upload data/results to their MySaskHealthRecord account, etc.

3. What happens if a patient sees abnormal or sensitive results that can be distressing?

Language to consider before the patients goes for testing:

- *Something to consider before you go for these tests is that with MySaskHealthRecord you have the option to see your results online, but you also have the option to wait to review the results with me.*
 - o *There is the chance that the results may cause you some anxiety if you are not sure what it means, and so you may decide that you feel more comfortable waiting to review the results with me in person, rather than viewing them online.*
- *Let's do the test and then schedule a follow up visit so we can discuss the results together.*
 - o *You can choose to review the results in your MySaskHealthRecord account prior to our appointment together, but otherwise we will meet and discuss a plan.*
- *Please allow up to (insert number) business days from the time the test is available for me to review the results and contact you, as needed, to talk through next steps and to ensure you have the proper supports as required.*

- *Please remember that MySaskHealthRecord does not replace any of the current processes or practice standards in place today.*
 - o *I will continue reviewing all results and will reach out as needed.*

Language to consider when the patient calls your staff or the clinic after testing:

- *The provider will be reviewing the results, and so be assured that if there are issues then we will be booking a follow up appointment.*
- *Please allow up to (insert number) business days for the provider to review the results and to determine the necessary next steps based on the results.*
 - o *If you haven't heard from us after (insert number) business days and would still like to review your results, then I can book an appointment for you.*

4. What if a patient asks me general questions about MySaskHealthRecord?

- *You can go to eHealthSask.ca for any questions or concerns about MySaskHealthRecord.*

Other items to consider:

- To request MySaskHealthRecord posters and brochures for your office or facility, free of charge, please contact: eHS.Communications@eHealthSask.ca
- Consider signing up to experience MySaskHealthRecord for yourself at: www.ehealthsask.ca/MySaskHealthRecord
 - o MySaskHealthRecord is also the best way for you to access your own personal health information

If you would like to provide feedback, or suggest additions and improvements, please go to the Contact Us page at eHealthSask.ca and fill out the online support form (Select the "General Feedback" option under the "Reason" drop-down menu).