

MySaskHealthRecord PRIVACY STATEMENT

1. How is personal health information collected, used and disclosed in connection with MySaskHealthRecord?

eHealth Saskatchewan respects that personal health information is private and confidential and takes care to ensure that it is protected and kept in strict confidence. Personal health information is collected, used and disclosed in accordance with *The Health Information Protection Act (Saskatchewan)* (HIPA).

The sources of personal health information for MySaskHealthRecord include the following:

a) Information you provide yourself:

- When you provide your name, address, date of birth, health services number, and e-mail address to create a MySaskHealthRecord account; and
- When you input your own medical information into MySaskHealthRecord.

b) Information eHealth collects from provincial systems:

- To verify and complete the information you provide when creating your account. This information comes from the system used to register Saskatchewan residents for provincial health benefits (the Person Health Registration System); and
- From the Provincial Electronic Health Record which contains following sources:
 - *Laboratory Results* – lab results stored in eHealth’s Saskatchewan Laboratory Results Repository;
 - *Clinical Visit History* – a list of visits to provincial facilities that are stored in eHealth’s Clinical Encounter Repository;
 - *Medical Imaging Reports* – reports from the Radiology Information System;
 - *Immunizations* – events recorded in Panorama, Saskatchewan’s immunization registry; and
 - *Prescription Fill History* – medications records in the provincial Pharmaceutical Information Program.

The information collected as described above is only used to:

- Confirm your identity;
- Support and provide the MySaskHealthRecord Service; and
- To contact you to conduct occasional surveys and other customer research.

Customer surveys and other customer research are done to better understand the customer impact and user feeling of the MySaskHealthRecord Service, and to help improve the MySaskHealthRecord user

experience. **Please note: These surveys will be entirely voluntary and you may decline to participate at any time by contacting the MySaskHealthRecord Support Line at 1-844-767-8259.**

eHealth does not use or disclose your personal health information to any person or organization or for any other purposes unless it has your consent or is otherwise authorized by law.

2. Who is accountable for the personal health information in the MySaskHealthRecord?

eHealth is accountable. Specifically, eHealth's Chief Privacy Officer is responsible for overseeing eHealth's privacy compliance program and to receive and address privacy related complaints and concerns associated with MySaskHealthRecord. If you have a privacy-related complaint or concern regarding MySaskHealthRecord or eHealth's privacy policies and practices, we encourage you to contact the eHealth Privacy Service at the following:

eHealth Privacy Service
2130 11th Avenue
Regina, SK S4P 0J5

Phone: 1-855-eHS-LINK (1-855-347-5465)

Email: privacyandaccess@eHealthsask.ca

If eHealth is unable to resolve your privacy-related complaint or concern to your satisfaction, you may contact the Saskatchewan Office of the Information and Privacy Commissioner for additional assistance and information. This provincial office oversees HIPA in Saskatchewan. The contact information for the Saskatchewan Office of the Information and Privacy Commissioner is as follows:

Office of the Saskatchewan Information and Privacy Commissioner
503 - 1801 Hamilton Street
Regina, SK S4P 4B4

Phone: (306) 787-8350

Toll Free Phone (within Saskatchewan): 1-877-748-2298

Email: webmaster@oipc.sk.ca

3. What safeguards are in place to protect my personal health information?

Privacy safeguards outlined in HIPA apply to the personal health information in MySaskHealthRecord. Personal health information in MySaskHealthRecord is kept in strict confidence and is used or disclosed only as authorized or required by law.

In addition, eHealth has strict security safeguards in place, including policies, practices, and computer systems that are designed to protect information from unauthorized use, error, or loss. For more information on how eHealth protects personal health information, please visit [Privacy and Access to Information](#).

4. What if I notice an error in my personal health information?

MySaskHealthRecord enables you to correct the personal health information you have inputted yourself and allows you to make comments on your personal health information from the Provincial Electronic Health Record in your MySaskHealthRecord. If you see information provided by eHealth that you would like to request changes or amendment to, please contact the eHealth Privacy Service listed above.

5. What if I want access to my personal health information and it is not in MySaskHealthRecord?

Requests for personal health information must be made to its trustee. A trustee is the person or organization who has custody or control of your personal health information. If you are not sure who the trustee of your personal health information is, you can contact the eHealth Privacy Service for assistance.

If you have any questions regarding accessing your personal health information, please contact the eHealth Privacy Service at:

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Regina, SK S4P 0J5

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6. What is eHealth's relationship with TELUS with respect to MySaskHealthRecord?

eHealth has engaged TELUS Health Solutions Inc. (TELUS) to provide information technology and information management services for MySaskHealthRecord through the TELUS health space® platform. The contract between TELUS and eHealth clearly states that eHealth controls and is accountable for the personal health information stored in MySaskHealthRecord. Further, the contract includes reasonable and appropriate provisions to protect the security and confidentiality of the personal health information and to ensure the information is stored in Canada and is subject to Canadian privacy laws.