

Panorama Immunization Module Policies

TOPIC:	Consent Blocking (Client Privacy Request)		
APPROVED BY:	Saskatchewan Ministry of Health	DATE APPROVED:	January 25, 2015

POLICY:

Consent Blocking privacy options in the Panorama Immunization Module may be initiated when a client requests additional privacy measures for their record.

PURPOSE:

Panorama users will utilize a standard method to record a consent block for a client requesting additional privacy measures for parts of their record. Only designated RHA/FNJ immunization administrators¹ can override a block and access the blocked information in the client record when there is a need to know in order to provide safe clinical care.

PROCEDURE:

Panorama users review the current version of *Protecting the Privacy of Your Immunization Record* (PHNP 63) with the client and when appropriate discuss the additional privacy options available to clients in Panorama. The options include blocking the display of information (consent blocks) and the use of pseudonyms.

The Panorama user indicates to the client that blocking the display of information is the **preferred** approach for managing a client's request for additional privacy. Consent blocks can be applied to immunization events and risk factor information. The use of a pseudonym is only an option if the client indicates that identifying their true personal identity could be a barrier to receiving services.

The display of risk factors or immunization events is blocked by applying a *Consent Directive Type Refuse for Display and Disclosure* according to the following steps:

1. Access the *Consent Directive Summary* screen from *All Services* under *Consent Directives*
2. In the ***Directive Category*** - choose "Display and Disclosure" from the drop down menu.
3. In the ***Directive Sub Category***:
 - To block a Risk Factor - choose "Client.RiskFactors" from the drop down menu.
 - To block an Immunization event – choose "Immunization" from the drop down menu.
4. Click the **Create New** button to go to the *Consent Directive Details* screen:
 - For a Risk Factor - select "Refuse" in the ***Instruction*** field and complete the remaining fields and submit.
 - For an Immunization event – choose the specific agent from the ***Agent*** drop down list and then select "Refuse" in the ***Instruction*** field. Complete the remaining fields and submit.

¹ The Designated Immunization Administrator (DIA) role in Panorama has been assigned permission to override "consent blocks". The DIA role is limited to designated immunization supervisors, PHN Managers, and Medical Health Officers.

Override:

When a consent block is in place there will be warning on the screen including a button to **Override Information** (as per screen shot below). Designated Immunization Administrators (DIA) have authority to use this override button with the client's consent. They will be prompted to provide a reason for the override and this will be audited.

The screenshot shows the Panorama Training Instance interface. The top navigation bar includes 'WORK MGMT', 'INVESTIGATIONS', 'OUTBREAKS', 'IMMUNIZATION', 'FAMILY HEALTH', 'INVENTORY', and 'ADMIN'. The 'IMMUNIZATION' tab is selected. The left sidebar shows 'Recent Work' and 'Client' details. The main content area displays 'Risk Factors' for a client. A warning message states: 'Consent for Disclosure - A block exists on the display of some client(s) data. Provide an override reason to view.' Below the warning is an 'Override Information' button. The client details include: Client ID: 110, Name: John Dough / Male, Health Card No: 180166387, Date of Birth / Age: 1989 Apr 28 / 25 yrs, Phone Number: (250)-381-5555 (Primary home), Jurisdiction Info: Saskatchewan, Regina Qu/Appelle RHA, and Additional ID Type / Additional ID: Provincial health service provider identifier / -.

The other types of consent blocks available in Panorama are not currently approved for use in Saskatchewan and must not be used.

If a client is requesting additional blocking of personal health information (beyond Risk Factors and Immunization Events) in their Panorama client record, the nurse must discuss this with their PHN manager/supervisor. The PHN manager/supervisor will consult with the Senior Public Health Nursing Consultant/Panorama Business Lead at the Ministry of Health to determine the best approach for the client.

REFERENCES & RESOURCES:

Protecting the Privacy of Your Immunization Record fact sheet, Saskatchewan Ministry of Health, November 2014 –

<https://www.ehealthsask.ca/services/panorama/Privacy%20and%20Immunization%20Records/PHNP%2063%20-%20Privacy%20Imm%20Records%20Nov%202014.pdf>

- Training Portal –
Privacy and Security in Panorama -
<https://www.ehealthsask.ca/services/panorama/Pages/Immunizations.aspx>
Privacy Workshop Recording –
<https://vimeo.com/album/4045016/video/184041341>

- Policies/Bulletins:
Pseudonym Privacy Option –
<https://www.ehealthsask.ca/services/panorama/Pages/Immunizations.aspx>
Risk Factors –
<https://www.ehealthsask.ca/services/panorama/Pages/Immunizations.aspx>

Bulletin 0017 - Risk Factor Alert and Risk Factor Categories –
<http://www.ehealthsask.ca/services/panorama/immun/Pages/Bulletins.aspx>

- Privacy and Immunization Records
Panorama JSAP Bullet Point Summary –
<https://www.ehealthsask.ca/services/panorama/Pages/Immunizations.aspx>
Panorama Immunization Management System Joint Service and User Access Policy –
<https://www.ehealthsask.ca/services/panorama/Pages/Immunizations.aspx>