

Protecting Your Privacy within Electronic Health Information Systems

Government of
Northwest Territories



What is an electronic health information system?

An electronic health information system (e-system) is a secure system, like a central computer that:

- stores your health information in electronic form that is accurate and up-to-date; and
- provides access to your electronic medical information for the doctors, nurses and other healthcare providers who are treating you to help you get the best care possible.

Who can see my health information?

Healthcare providers and staff involved in your care are able to see different amounts of your health information so they can help you get the best care possible. Some staff are able to see general information (for example: address, date of birth). Other providers, like doctors and nurses, are able to see your full medical information. Some examples of persons who will see your information include:

- your nurse
- your doctor
- specialists
- your nurse practitioner
- clinic assistants
- health records staff



What information is in an e-system?

When you visit a health centre, go for a test or meet with a nurse about your health condition, the nurse you meet makes a note in the e-system about your visit.

Only staff and healthcare providers involved in your circle of care can enter, view and access your electronic medical information, including your:

- allergy information
- blood test results
- past visit details
- medication information
- medical notes
- reports from specialists
- hospital discharge information
- diagnostic imaging reports

We care about you and keep your personal health information safe across NWT e-systems.



Is my personal health information safe in the e-systems?

YES. Your health information is private and only those staff in your circle of care can view and access the information they need to provide you with the best care.

There are strong controls in place to keep your personal health information safe in e-systems:

- When you come for a visit, clerical staff ask you about general information such as your name, address, health care number, and date of birth in order to check if it is still correct.
- Staff follow strict privacy rules and policies to keep your health information safe and protect it from loss, theft, damage and other misuse.
- Staff are only allowed to access e-systems for work purposes.
- Each time staff access your information in e-systems, it is recorded for audit purposes.
- Technical checks are regularly done to stop outside hacking and crashes.
- Our e-systems are safe behind firewalls and not open on the web.
- Back-ups of your information are kept in case an e-system crashes.



How do the e-systems benefit me and my health?

- The information held within the e-systems is safe, up-to-date and accurate.
- Staff in your circle of care can make better decisions about your care during your visit, or in an emergency.
- You do not have to tell your health story every time you move to in another place in the NWT.
- You do not have to go through more lab and diagnostic tests than you need.
- Because our e-systems are connected, you can get results faster and travel less.

What are my rights about access to my information within e-systems?

You have the right to ask to access information we hold about you within e-systems. You will be asked to apply for access in writing. You can request copies of your information from the e-systems.

You have the right to ask to have your electronic information corrected, if you believe the information about you is incorrect.

You can ask to limit who can view or access your personal health information stored in e-systems.

You can ask to see who has accessed your information in an e-system.



Where can I learn more about my privacy rights?

You can find more information about your privacy rights in these documents:

- Know Your Privacy Rights:
You have the Right to request who has seen your health information.
- Know Your Privacy Rights:
You have the Right to control what happens to your health information.

Where can I get more information?

Need more information, have a privacy concern or would like this information in another official language?

Contact the System Navigator at the Department of Health and Social Services at 1-855-846-9601.

