

# Electronic Health Record **Sharing System**

## Guide for Healthcare Provider



## Voluntary and Free Registration



What are the benefits?



Are we eligible?



How to register?



More Comprehensive, Timely and Accurate

Electronic Health Records for Your Healthcare Services

Scan to Join



Scan to Read the eHealth News!



## Content Page

### Getting to Know eHealth

P. 1-3

### Joining eHealth

- **Who can Register with eHealth as HCP?** P. 4
- **Which Types of HCProfs can Access eHealth?** P. 5
- **What are the Technical Requirements for Joining eHealth?** P. 6

### Using eHealth

- **How to View a Patient's eHR?** P. 7
- **How to Complete Identity Verification for a Patient?** P. 8
- **How to Obtain Sharing Consent from a Patient?** P. 9

### Protecting Data Privacy in eHealth

P. 10

### Withdrawing from eHealth

P. 11

## Getting to Know eHealth

### Electronic Health Record Sharing System (eHealth)

- A government-funded, territory-wide and patient-oriented electronic sharing platform in Hong Kong
- Enables two-way sharing of electronic health records (eHRs)<sup>1</sup> of participating patients among public and private healthcare providers (HCPs)<sup>2</sup>
- Serves as an information technology platform for public-private partnership programmes



### Benefits of Joining eHealth



#### Patients

- Building up lifelong and more comprehensive health records for his/ her healthcare
- Receiving more timely and accurate diagnosis and treatment

#### HCPs

- Providing more efficient and quality-assured clinical services with health records available anytime for reference
- Minimising duplicated tests and reducing potential errors associated with paper records

<sup>1</sup> Records in secure electronic format containing health-related information of an individual

<sup>2</sup> Refer to eHealth participating healthcare providing organisations (e.g. hospitals, clinics, social welfare organisations, elderly homes etc.)

## Key Principles

- ✓ **Voluntary Participation**
- ✓ **“Need-to-know” and “Patient-under-care”**



- ✓ **HCP & patient join eHealth**
- ✓ **Patient gives consent to HCP to access his/her eHR**
- ✓ **HCP can access & share patient's eHR**

- Voluntary participation by both patients and HCPs
- Data privacy and system security protected by the eHealth Ordinance (Cap. 625)
- eHRs will only be accessed by HCPs on a “Patient-under-care” and “Need-to-know” basis with the patient’s sharing consent<sup>1</sup>
- eHealth has no direct access to the data and information of an HCP’s local electronic medical record system

<sup>1</sup> Sharing consent to the Hospital Authority (HA) and the Department of Health (DH) is taken to be given when joining eHealth

## Scope of Sharable Data

- Only data falling within the pre-defined scope will be shared
- Eleven types of sharable data<sup>1</sup>



Personal Identification and Demographic Data



Allergies and Adverse Drug Reactions



Diagnosis, Procedures and Medication



Encounters / Appointments



Clinical Note / Summary



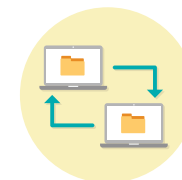
Birth and Immunisation Records



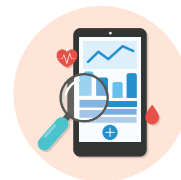
Laboratory and Radiology Reports



Other Investigation Reports



Healthcare Referrals



Observation and Lifestyle Records



Medical Certificate



<sup>1</sup> Please refer to the eHealth website for the latest scope: <https://www.ehealth.gov.hk/en/whats-ehealth/sharable-records/index.html>

## Joining eHealth

### Who can Register with eHealth as HCP?

- Participation of HCPs in eHealth is on an organisational basis
- Healthcare providing organisations with valid and eligible supporting documents as follows can register with eHealth –



Type of Establishment	Supporting Document
Private Hospital	<ul style="list-style-type: none"> <li>• Certificate of Registration of Private Hospital</li> </ul>
Nursing Home	<ul style="list-style-type: none"> <li>• Certificate of Registration of Nursing Home</li> </ul>
Medical Clinic	<ul style="list-style-type: none"> <li>• Certificate of Registration of Medical Clinic</li> </ul>
Dental Company	<ul style="list-style-type: none"> <li>• Acknowledgement Letter issued by the Department of Health in receipt of “Particulars of Directors or Managers or Persons who Perform Dental Operations”</li> </ul>
Residential Care Homes (Elderly Persons)	<ul style="list-style-type: none"> <li>• Licence of Residential Care Home for the Elderly</li> <li>• Practising Certificate of Healthcare Professional (HCProf)</li> </ul>
Residential Care Homes (Persons with Disabilities)	<ul style="list-style-type: none"> <li>• Licence of Residential Care Home for Persons with Disabilities / Certificate of Exemption of Residential Care Home for Persons with Disabilities</li> <li>• Practising Certificate of HCProf</li> </ul>
Specified entity that engages a registered HCProf to perform healthcare at one premises in Hong Kong (e.g. social welfare organisation)	<ul style="list-style-type: none"> <li>• Business Registration Certificate / Certificate of Incorporation or any other document as a proof of establishment (organisation)</li> <li>• Practising Certificate of HCProf</li> </ul>

### Which Types of HCProfs can Access eHealth?

#### 13 HCProf Groups<sup>1</sup> Specified in the eHealth Ordinance (Cap. 625) –

- Medical Practitioner (Doctor), Dentist, Midwife, Nurse, Pharmacist, Medical Laboratory Technologist, Occupational Therapist, Part I Optometrist, Radiographer, Physiotherapist, Dental Hygienist, Chiropractor and Chinese Medicine Practitioner
- To access eHealth, HCProfs with valid registration status can apply to their working HCPs for creation of eHealth accounts



#### HCProfs Working for Different HCPs

- Access to eHealth is on an HCP (i.e. organisational) basis. If an HCProf is working for different HCPs, e.g. a doctor who is a clinic owner and also a visiting medical officer of a private hospital, he/ she needs to create HCProf accounts both at his/ her clinic and the private hospital to enable eHealth access under the two different HCPs. HCProf may contact the User Administrator (UA) of the HCP and apply for account creation at the HCP. You (HCProf) may contact eHR Registration Office for UA's contact information.



#### Role-based Access Control (RBAC) for HCProfs

- A privacy protection measure which controls the types of data that can be viewed by different types of HCProfs
- Pre-defined access rights are set in accordance with the clinical needs or functions of different HCProfs
- HCProfs have to provide the reason(s) and obtain patient's additional consent<sup>2</sup> before accessing eHRs which are under restricted control
- All accesses will be logged and subject to audit and inspection



<sup>1</sup> Access to eHealth by different HCProf groups is enabled by phases. For updates, please refer to the eHealth website: <https://www.ehealth.gov.hk/en/whats-ehealth/eligible-healthcare-professionals.html>

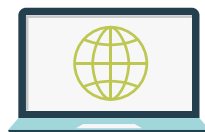
<sup>2</sup> Applicable to HCProfs working in the community only



## What are the Technical Requirements for Joining eHealth?

### View eHR Only

Basically, an eHR-compatible computer system connected to the Internet is sufficient for accessing eHealth via the eHR portal



### View and Share eHR

An eHR-enabled electronic medical record (eMR) system enables both viewing and sharing of eHRs (within the eHR sharable scope and subject to the agreement of HCP) to eHealth –

#### (1) Government-developed eMR system

Free Clinical Management System (CMS) On-ramp is available to HCPs to support their operation and enable secure access to eHealth. For more information, please refer to the eHealth website by scanning the QR code



#### (2) HCPs' eMR systems

HCPs can choose to use their own eMR systems to connect to eHealth subject to compliance with the technical and security requirements as assessed by the eHR technical support team



### Technical Support

We will provide free technical support and advice on eHealth connection and access to the eHR portal for HCPs

Call us at 3467 6230



## Using eHealth

### How to View a Patient's eHR?

#### Step 1

Log into the eHR portal or your eHR-enabled eMR system



#### Step 2

Log into the eHR viewer



#### Step 3

Input particulars of the eHealth patient (e.g. HKIC or eHR number)<sup>1</sup>



#### Step 4

Start browsing the patient's eHR<sup>2</sup>



<sup>1</sup> For patient not yet completed eHR registration or given his/ her sharing consent to the HCP, the HCP needs only to complete relevant one-time procedures to access his/ her eHR (p.8 and p.9)

<sup>2</sup> Every time an HCP accesses a patient's eHR, the patient will be notified of the access through his/ her selected communication means (SMS/ email/ post)

## How to Complete Identity Verification for a Patient?

If a patient has submitted an eHealth application online or in writing (i.e. fax, email), an HCP only needs to perform the following steps to access the patient's eHR

### Step 1

Ask the patient to insert his/ her smart HKIC to the HKIC reader, or input his/ her particulars to the system (for non-HKIC holder) and verify the patient's identity document



### Step 2

Verify the patient's contact information and obtain sharing consent from him/ her in one go which serves to verify his/ her identity



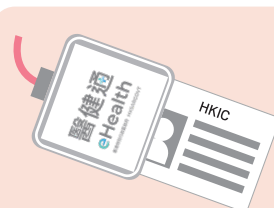
### Complete Identity Verification

- eHRs within the eHealth sharable scope would normally be shared to the system in around 30 minutes
- The patient will receive a confirmation notification through his/ her selected communication means (SMS/ email/ post)

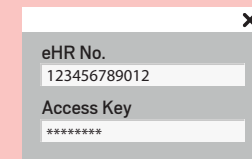


## How to Obtain Sharing Consent from a Patient?

If a patient has already registered with eHealth but has not given his/ her sharing consent to an HCP, the HCP only needs to perform ANY of the following procedures to access his/ her eHR –



Ask the patient to insert his/ her HKIC to the HKIC reader



Enter the patient's 8-digit Access Key to eHealth



Advise the patient to use eHealth App to give sharing consent

OR



Scan to Download Form



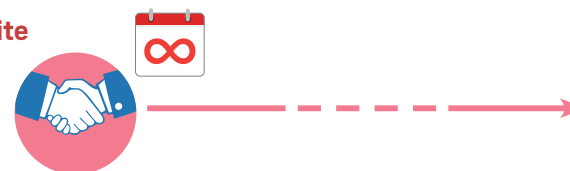
Obtain the patient's signed **Sharing Consent Form** (Available at the eHealth website)



Advise the patient to call the 24-hour Interactive Voice Response System (3467 6300) to give sharing consent

### Two Options of Sharing Consent

**Indefinite**



**One-Year**



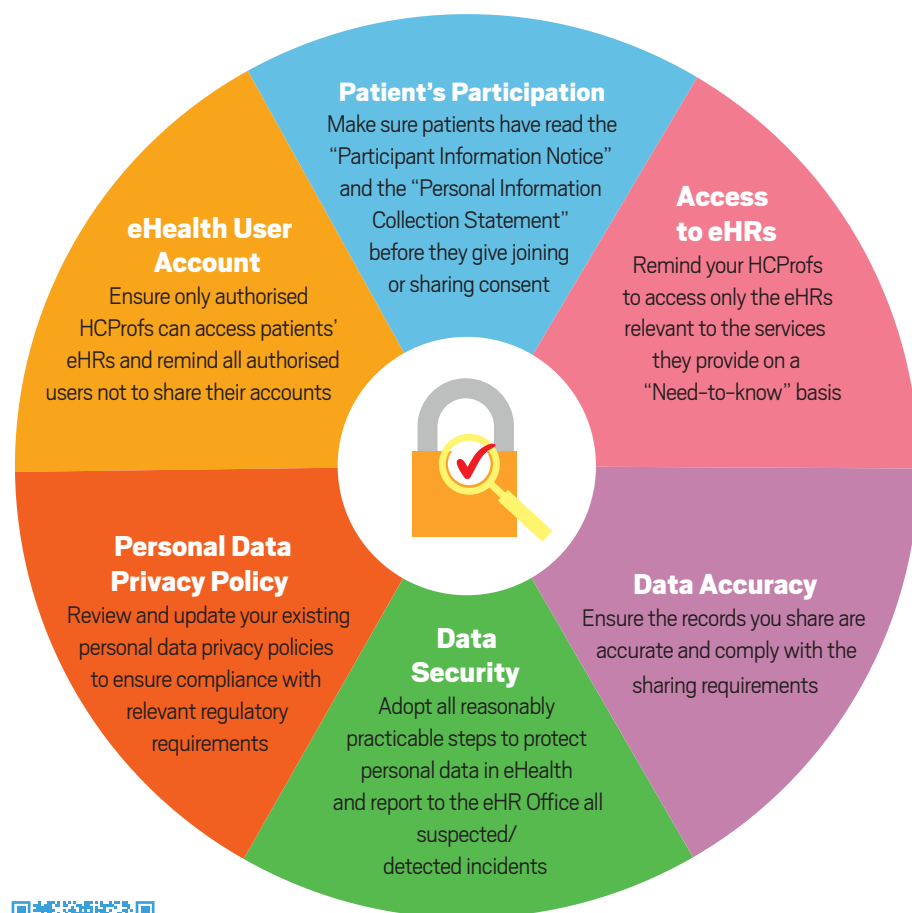
## Protecting Data Privacy in eHealth

Patients' information in eHealth is protected by the eHealth Ordinance (Cap. 625) and the Personal Data (Privacy) Ordinance (Cap. 486) (PDPO)



eHealth participating HCPs should act in accordance with requirements under the eHealth Ordinance and PDPO when handling patients' eHRs in eHealth

## Points to Note on Privacy Protection in eHealth



### Scan to Read –

"PDPO and eHealth (Points to Note for HCPs and HCPs)"

## Withdrawing from eHealth

- A registered HCP can withdraw from eHealth at any time
- A registered HCP should withdraw its registration if it no longer fulfils the registration requirement<sup>1</sup> (e.g. termination of business)

### Step 1

Complete the **Withdrawal Request Form** (Available at the eHealth website)



Scan to  
Download Form

### Step 2

Submit to the eHR Registration Office by one of the following channels –



**Email**  
ehr@ehealth.gov.hk



**Fax**  
3467 6099



**Post**  
Electronic Health Record Registration Office  
Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street,  
Kowloon Bay, Hong Kong

<sup>1</sup> Under circumstances specified in the eHealth Ordinance, an HCP's registration may be suspended or cancelled by the Government. The HCP will be informed of the reasons and the effective date for the cancellation/ suspension

## Contact Information



### Electronic Health Record Registration Office

Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street,  
Kowloon Bay, Hong Kong



3467 6300



3467 6099



[www.ehealth.gov.hk](http://www.ehealth.gov.hk)



[ehr@ehealth.gov.hk](mailto:ehr@ehealth.gov.hk)



Electronic Health Record Sharing System



@eletronic\_health\_record



The content of this booklet is subject to updates published by the Electronic Health Record Office from time to time. The latest version of the booklet published at the eHealth website ([www.ehealth.gov.hk](http://www.ehealth.gov.hk)) shall prevail if there is any discrepancy between the website version and printed version.



### Health Bureau

The Government of the Hong Kong Special Administrative Region  
of the People's Republic of China