

# 2nd Anniversary of eHRSS: Accomplishment and Way Forward



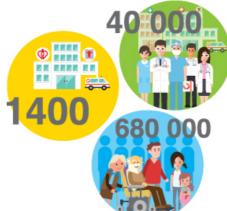
At the second anniversary of the launch of the Electronic Health Record Sharing System (eHRSS), Ms Ida Lee, Commissioner for the Electronic Health Record, gave a review and outlook on eHRSS' development.

Ms Ida Lee, Commissioner for the Electronic Health Record

The Government-led, territory-wide eHRSS was launched in March 2016. As at end-January 2018, more than 680 000 patients and over 1400 private healthcare providers (HCPs), the Hospital Authority (HA), the Department of Health (DH) and all of the 12 local private hospitals, have already registered with the system. Over 40 000 accounts have been created for healthcare professionals under these HCPs.

"Our initial estimation was that registration would pick up progressively. Such an overwhelming response over a short period of time is indeed encouraging and beyond our expectation, especially when participation is entirely voluntary," said Ms Lee.

Ms Lee attributed the successful implementation of eHRSS to the practical and user-friendly design of the system, the experience accumulated by HA in developing its Clinical Management System (CMS) and adopting electronic health records (eHR), the system security measures in place and the legal framework specially devised for data and privacy protection.



The Government-led, territory-wide eHRSS was launched in March 2016 with encouraging response over the past 2 years



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"The community is becoming more aware of the benefits of the system, how information technology (IT) can facilitate the provision of quality medical services, and the importance of data sharing to the continuity of healthcare," she remarked.

# A Healthcare IT Solution with Increasing Recognition

eHRSS has been gaining not only acceptance among the local public and healthcare practitioners, but also recognition in the information and communications technology (ICT) sector. In 2017, it won the Best Business Solution (Application) Gold Award in the Hong Kong ICT Awards 2017, as well as the Government and Public Sector Category Winner Award in the Asia Pacific ICT Alliance Awards 2017. In February 2018, eHRSS once again received international recognition, winning the Innovative eHealth Solutions Award of the World Information Technology and Services Alliance Global ICT Excellence Awards 2018.

"The technical design is a significant attribute," said Ms Lee. "Yet all the more important, eHRSS provides the essential infrastructure to support the Government's healthcare reform, allowing us to make use of an IT solution to drive and implement various health initiatives."

"For example, the launch of Public-Private Partnership (PPP) programmes can help balance the demand for medical services in the public and private sectors, a situation which is unique in Hong Kong where the public healthcare system is heavily relied upon. eHRSS, being the infrastructure for record sharing among public and private sectors in these programmes, provides a robust foundation for implementing PPP initiatives."



eHRSS provides a foundation for PPP programmes to help balance the demand for medical services in the public and private sectors



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The Government embarked on the Stage Two Development of eHRSS in July 2017, aiming to bring further benefits to patients and the healthcare sector

"As our population ages, eHRSS helps meet the medical needs of our society by facilitating the delivery of cross-disciplinary and sustainable healthcare, as well as fostering public-private collaboration."

# eHRSS Stage Two Development and Challenges

In July 2017, the Government embarked on the Stage Two Development of eHRSS with the aim to bring further benefits to patients and the healthcare sector.

Major areas of work include broadening the scope of sharable data to cover radiological images and Chinese medicine (CM), providing features to enhance patients' choice over the scope of data sharing, and establishing a Patient Portal to facilitate patients' access to some pre-defined data in the system.

Outlining the work of Stage Two, Ms Lee said the IT technicalities involved in sharing radiological images are particularly challenging. "We need to take into consideration the file size, the types of records to be uploaded, and how to share and display the records," she explained.

As to CM, while the sector welcomes the idea of data sharing, the challenge is in standardising the clinical terminology and promoting computerisation of health records, said Ms Lee, adding that the sharing of CM data is likely to be launched in the later phase of Stage Two.

"Terminology standardisation in CM is more complex, covering not only the diagnoses and names of Chinese herbal medicines, but also the processing methods, medicinal parts and names of origins. It also covers specific treatment methods associated with acupuncture and tui-na," she said.

To encourage computerisation among CM practitioners, the Government will develop a CMS On-ramp application and CMS adaptation modules for CM, and is planning to run pilots to test out CM data sharing, Ms Lee added.

On the subject of enhancing patients' choice, Ms Lee said a consultancy study has just commenced to explore the provision of sharing restriction features and functions to be included in the Patient Portal, and to examine related issues including data privacy, system security and authentication.

"We need to consider what are useful for patients and how the new features and functionalities can help patients manage their health. At the same time, we need to strike a balance between complexity in design and ease of use. If it is too complex, it will deter patients from participating in eHRSS."

Ms Lee estimated that the Patient Portal would be implemented by phases, with basic functions to be offered first.

# **Driving Further eHRSS Participation**

Regarding efforts to promote eHRSS participation, Ms Lee said the Government, apart from stepping up publicity, has introduced a series of enhancement measures to facilitate participation.

"For instance, the scope of online submission has recently been expanded to enable applications made by some substitute decision makers like parents. Patients can now also authorise representatives to submit eHRSS applications. In parallel, mobile teams will continue to visit different community venues to help the public register with eHRSS."

"With more patients joining the system, we believe it will become a driver for HCPs' participation," she said.

"On the other hand, the launch of new PPP initiatives can be incentives for HCPs to join eHRSS, giving them the chance to experience and appreciate the benefits of eHR sharing."

In her final remark, Ms Lee said, "I truly believe eHRSS is helpful and have registered myself. Looking forward, there is a great deal to work on for eHRSS' further development. I am thankful to colleagues for their dedication and look to them for their continued support."

# Understanding Stakeholders' Needs on Patient Portal



As part of a consultancy study, a number of engagement meetings are being organised in early 2018 to collect views and ideas from stakeholders on the development of the Patient Portal of the Electronic Health Record Sharing System (eHRSS). This issue of eHealth News gives a highlight of the first session attended by representatives of 3 patient/ patient support groups on 8 February 2018.

The development of a Patient Portal is one of the main work targets of the Stage Two Development of eHRSS. A consultancy study is being conducted to review relevant overseas experience, analyse the local environment and recommend the development directions and options for the Patient Portal. In order to build a portal that best suits the local healthcare environment, a series of engagement activities has been organised to find out the needs, expectations and concerns of key stakeholders since early 2018.



Engagement meetings are being organised to collect views and ideas from stakeholders on the development of the Patient Portal

The first session, held on 8 February 2018 at the Central Government Offices, was attended by representatives of the Hong Kong Alliance of Patients' Organisations Limited, the Society for Community Organisation and the Patients' Alliance on Healthcare Reform. Also present were representatives from the Hospital Authority (HA) and the Electronic Health Record (eHR) Office.





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# Patient Portal: An Effective Means for Self-care and Health Management

During the sharing session, participants were invited to share their valuable opinions about the concept of Patient Portal as a platform to engage and empower citizens to more effectively manage their health and acquire health information, with a view to encouraging self-care in the community.

In-depth discussions were focused on three major aspects of the Patient Portal, namely access to eHRs and health information by users, value-added functions and data sharing restriction features.



### Access to eHRs and Health Information

Participants appreciated the potential capability of the future Patient Portal of enabling patients' access to some of their eHRs and related health information to facilitate management of health issues according to their individual healthcare needs. They particularly welcomed the idea of integrating existing health promotion information from various sources into a single place. "It is hard for a general citizen, especially the elderly, to access and understand the fragmented health promotion information through different channels," a participant remarked. "It will be great if patients can easily obtain information about different health programmes of the Government (e.g. the Colorectal Cancer Screening Pilot Programme), or check his/her healthcare voucher account balance on a single platform," said another participant. Participants also believe that patients could better communicate with their carers if they could access their eHRs, in particular medications and allergy information.

While appreciating the enhanced accessibility of eHRs offered by the Patient Portal, a few participants worried that the medical information on eHRSS, especially the English medical terms, might be too complicated for some patients such as elders. Furthermore, there were concurring views that the ease of information access should be balanced with privacy risks, in particular when such information might be accessed by authorised third parties such as carers of the patients.



#### Value-added Functions

Regarding value-added functions to be available, representatives of patient support groups shared that allowing patients to input certain health data such as blood pressure or blood sugar measurements through the Patient Portal could help enhance patients' self-care. Patients would be encouraged to take a more active role in their health management if they could make use of the Patient Portal to monitor their health conditions or disease progress, register with the Government's health programmes, and set up reminders for medication and medical appointments. Functions to authorise carers to view some of the patients' eHRs were also considered helpful not only to family members, but also non-healthcare professionals in the community setting in providing primary care and support services to patients. As all participants agreed, the ease of authentication and user-friendliness of the functions are the key success factors of the Patient Portal.



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suggestions regarding the value-added functions of the Patient Portal



#### **Data Sharing Restriction**

Participants in general welcomed more choices for patients to control the scope of data sharing, especially for those patients with sensitive medical records. Some participants, on the other hand, supported granting full access of patients' eHRs to healthcare professionals, especially to doctors who could recognise patients' difficulty in deciding what kind of data to be restricted and in understanding the possible consequences if such data is not shared on purpose.

While respecting the rights of patients in applying certain restrictions on data sharing, participants in general agreed that certain key information, such as drug allergy, should not be restricted in view of its critical importance.

All in all, representatives agreed that the design of sharing restriction features in eHRSS should not be overly complicated. It was preferred to be a simple function that could offer patients stronger control and privacy protection while encouraging more patients to join. "Public education and promulgation are essential to ensure patients are well aware of their rights, obligations and implications associated with its use," agreed by all participants.

#### **Stakeholder Engagement**

We sincerely value the views and insights from all participants. Each opinion counts for the planning, design and development of the Patient Portal. Further engagement with patient groups and other related sectors, such as healthcare professional bodies and representatives of the information technology sector, would continue.





Representatives of the Hong Kong Alliance of Patients' Organisations Limited, the Society for Community Organisation and the Patients' Alliance on Healthcare Reform were invited to attend the engagement meeting on 8 February 2018.

# How can Substitute Decision Makers Help in eHRSS?



Every patient is welcome to join the Electronic Health Record Sharing System (eHRSS). What if the patient is a minor or lacks the required mental capacity to join eHRSS? Under these circumstances, an eligible substitute decision maker (SDM) may handle eHRSS registration matters for and on behalf of the patient.



# Who will need an SDM?

For a patient who is under 16, or aged 16 or above and of any of the following, an eligible SDM can act for and on behalf of the patient for eHRSS registration matters -

- Mentally incapacitated as defined by the Mental Health Ordinance (Cap. 136) (MHO) s2(1);
- Incapable of managing his/ her own affairs;
- Incapable of giving joining consent at the relevant time as defined in the Electronic Health Record Sharing System Ordinance (Cap. 625) (eHRSSO); or
- Incapable of giving sharing consent at the relevant time as defined in eHRSSO.

# Who can be SDMs?

#### For a child aged under 16, an SDM can be-

- (a) His/ her parent;
- (b) His/ her guardian;
- (c) A person appointed by court to manage his/ her affairs;
- (d) In the absence of (a) to (c), his/ her family member or a person residing with him/ her; or
- (e) In the absence of (a) to (d), a prescribed healthcare provider (HCP) who provides/ will provide healthcare to him/ her.



An SDM may handle eHRSS registration matters for and on behalf of a patient



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# For an individual aged 16 or above but incapable of giving consent, an SDM can be-

- (a) His/ her guardian;
- (b) The Director of Social Welfare or any other person qualified as guardian under MHO;
- (c) A person appointed by court to manage his/ her affairs;
- (d) In the absence of (a) to (c), his/ her family member; or a person residing with him/ her; or
- (e) In the absence of (a) to (d), a prescribed HCP who provides/ will provide healthcare to him/ her.

# What matters could an SDM handle for the patient?

- Joining eHRSS;
- Giving sharing consent to individual HCPs;
- Managing sharing consent, including renewing, updating or revoking a sharing consent; and
- Requesting for the patient's withdrawal from eHRSS.

## Enhancement Measures for Applications Submitted by SDMs

To facilitate patients' registration with eHRSS, starting from December 2017, the following types of SDMs can make online application on behalf of a child or another person-

- a parent or family member of a child aged under 16, or a person residing with the child; or
- a family member of an individual who is aged 16 or above but incapable of giving consent, or a person residing with the individual.

# What are the responsibilities of an SDM?

In handling eHRSS registration matters for and on behalf of a patient, an SDM is required to confirm that -

- The patient meets the conditions for requiring an SDM as set out in eHRSSO;
- He/ she is an eligible SDM in accordance with the requirements as set out in eHRSSO;
- When the application is made, he/ she shall be accompanying the patient and have regard to the patient's best interest;
- He/ she shall be responsible for all matters regarding eHRSS registration for the patient in the circumstances.

SDMs are required to read the "Participant Information Notice", in particular the "Important Notes for SDM Handling Registration Matters on Behalf of a Healthcare Recipient" when acting on behalf of the patient.

## Participant Information Notice: http://www.ehealth.gov.hk/en/healthcare\_recipient/participant\_information\_notice.html



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# In the case of a parent acting as an SDM on a child's eHRSS registration, what will happen if the child turns 16?

When the child turns 16, consents previously given by the parent will remain valid and effective. The patient can nonetheless choose to amend his/ her registration in eHRSS at any time (e.g. to register by himself/ herself, withdraw from eHRSS, change or revoke a sharing consent given to an HCP).

# For more information, please refer to

- Registration for a child under 16: http://www.ehealth.gov.hk/en/healthcare\_recipient/registration/register\_child/index.htm
- Registration for an individual incapable of giving consent: http://www.ehealth.gov.hk/en/healthcare\_recipient/registration/register\_incapable\_per son/index.html
- Giving and managing sharing consent: http://www.ehealth.gov.hk/en/healthcare\_recipient/registration/give\_sharing\_consent. html
- Withdrawal of registration: http://www.ehealth.gov.hk/en/healthcare\_recipient/registration/withdraw\_registration.ht ml

# **eHRSS Registration with Greater Convenience**



A series of enhancements has been launched from December 2017 onwards to facilitate patients to join the Electronic Health Record Sharing System (eHRSS). This issue of eHealth News continues to introduce new facilitative measures.

# **Extended Scope of Online Registration**

More patients can now apply online for eHRSS with ease and convenience. Starting from December 2017, online registration service is available for the following types of applicants -

- Hong Kong Identity Card (HKIC) Holders
- Holders of other eligible identity documents
- Substitute decision maker (SDM)\* registering on behalf of a child aged under 16
- SDM\* registering on behalf of a patient aged 16 or above but incapable of giving consent
- \* Online application is applicable for the following types of SDMs
  - Parent,
  - Family member or
  - Person residing with the patient

More details on SDM's arrangement are at the feature article in this issue.

# Authorisation Online/ in Writing

Planning to join eHRSS yet unable to visit an Electronic Health Record (eHR) Registration Centre or the eHR Registration Office in person? No worries. If you are aged 16 or above, you can authorise a representative to submit your eHRSS registration form in person or activate your eHR for applications submitted online, by fax, post or drop-in box. To authorise a representative, simply fill in the required information of the authorised person when completing the application form.



Patient can authorise a representative to submit the eHRSS registration form in person or activate his/her eHR



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When representing you to submit the eHRSS registration form or activate your eHR, the authorised person needs to bring a copy of your identity document and his/ her own identity document for identity authentication. Upon completion of your registration/ record activation, you will receive a notification via your selected communications means (SMS/ post/ email).

# **Activation Made Easy**

For patients who have submitted their eHRSS applications by not-in-person methods (i.e. online, fax, post or drop-inbox), they need to activate their records before their eHRs can be shared at eHRSS.

When you visit an eHRSS participating clinic with your identity document for record activation, what if your personal information recorded in the system differs from your identity document? With new enhancement measures in place, registration staff of the clinic can now update your particulars directly by inserting your HKIC into the card reader or inputting the relevant particulars manually. Once this is completed, your eHR will be successfully activated.



New enhancement measures allow registration staff to update your particulars directly by inserting your HKIC into card reader or inputting the relevant particulars manually



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# **New Publicity Drive for eHRSS**



A new publicity drive has commenced to promote the Electronic Health Record Sharing System (eHRSS) and encourage participation in the system.

The publicity drive features a series of printed collaterals and promotional videos prepared by the Electronic Health Record (eHR) Office to raise awareness of eHRSS among the public and the healthcare sector.

# **Printed Collaterals and Publicity**

To complement the roll-out of various enhancement measures in December 2017, a new series of printed collaterals introducing latest information about eHRSS is being designed and promoted through different channels.



## Public Posters –

In December 2017, a new eHRSS poster was displayed at over 170 designated sites managed by the Information Services Department such as bus stations, pedestrian walkways and rental housing estates for public's viewing.

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#### Water Bill Inserts -

Between February and May 2018, a new flyer introducing eHRSS is being distributed through the Water Supplies Department as water bill inserts, estimated to reach over 1 million households in the territory.

## Child Registration Leaflets -

In collaboration with the Department of Health, starting from February 2018, a specially designed leaflet for child registration targeted at parents of primary 1 students is being distributed at the service centres of the School Immunisation Teams and during their school visits to give immunisations.



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# **Promotional Videos**

Two sets of videos, targeting the public and healthcare providers (HCPs), have been released on the eHRSS website to provide user-friendly and simple illustrations about the key concepts and operations of eHRSS. The topics include -

#### For public:

- **Benefits of eHRSS:** benefits of eHR sharing for the general public and participants of Public-Private Partnership (PPP) programmes
- eHRSS Registration: how to join eHRSS and means of record activation
- Giving Sharing Consent: what sharing consent is about and how to manage sharing consent
- Data Access Request and Data Correction Request: how to obtain a copy of a patient's own eHR and raise information correction requests



### For HCPs:

- **Benefits of eHRSS:** benefits of eHR sharing for HCPs and participating doctors of PPP programmes
- eHRSS Registration: how to register with eHRSS as HCPs and related set up procedures
- **Obtaining Sharing Consent:** what sharing consent is about and how to obtain patients' sharing consent
- **eHR Viewer:** how to access patient's records in the system and types of information available for viewing

Please visit the eHRSS website for more videos.







# **eHRSS Updates**



The Electronic Health Record Sharing System (eHRSS) has gained commendation in the Asia-Pacific Region. To continue promotional efforts, briefings and workshops have been organised by the Electronic Health Record Office (eHR Office) over the past few months.



#### Latest News

Winner Award of the Government and Public Sector Category in APICTA Awards 2017

eHRSS won the Winner Award of the Government and Public Sector Category in the Asia-Pacific Information and Communications Technology Alliance (APICTA) Awards 2017. The award commends outstanding information and communications technology (ICT) innovation dedicated to delivering improved government and public sector services or other electronic initiatives to the community.



Ms Ida Lee, eHRC (2nd from right), and Dr Cheung Ngai-tseung, Head of Information Technology and Health Informatics of HA (right), received the APICTA Award in Dhaka, Bangladesh

Ms Ida Lee, Commissioner for the Electronic Health Record (eHRC), and Dr Cheung Ngai-tseung, Head of Information Technology and Health Informatics of the Hospital Authority (HA), received the award in Dhaka, Bangladesh, on 10 December 2017.

Ms Lee spoke after the award presentation ceremony, "eHRSS is an important component of Hong Kong's healthcare development. It helps promote public-private collaboration, facilitate the continuity of care and improve the quality and cost-effectiveness of healthcare services. We are glad that eHRSS is gaining increasing acceptance."

During the APICTA event, eHRSS was showcased at the Hong Kong Reception Night among other nominees from Hong Kong. An exhibition booth was set up to introduce and share experience with participants from the Asia-Pacific region about the concepts, development and vision of the system.



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Following the award ceremony in Dhaka, Dr NT Cheung attended a sharing session hosted by the Hong Kong Computer Society on 20 December 2017 for local winners in Hong Kong, where he shared with the audience the achievements and challenges of the eHRSS project, the excitement of participating and gaining recognition at the APICTA Awards 2017 and from the community.



Dr NT Cheung shared about the achievements and challenges of the eHRSS project at the winners' sharing session hosted by the Hong Kong Computer society



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# Innovative eHealth Solutions Award in WITSA Global ICT Excellence Awards 2018

In February 2018, eHRSS once again acquired international recognition in the global ICT sector, winning the Innovative eHealth Solutions Award of the World Information Technology and Services Alliance (WITSA) Global ICT Excellence Awards 2018.



WITSA is a leading international alliance of the global ICT industry representing more than 90 percent of the world ICT market. Innovative eHealth Solutions Award commends selected individuals or organisations that have made remarkable and successful efforts in utilising ICT to promote health and healthcare that benefit societies, governments, organisations and the private sector.

Ms Ida Lee, eHRC and Mr Hudson Chan, Senior Systems Manager (Electronic Health Systems Development) of HA, represented the Food and Health Bureau and HA to receive the award in Hyderabad, India, on 19 February 2018.

More details on the award will be reported in the next issue of eHealth News.

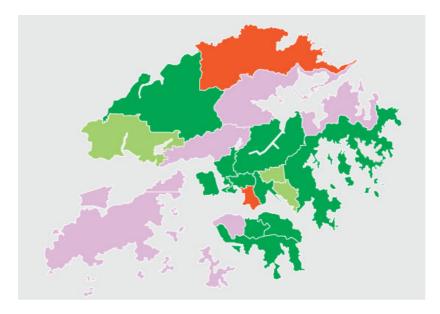
# Extension of Two Public-Private Partnership (PPP) Programmes Riding on the eHRSS Platform

To facilitate sharing and the interflow of health information between public and private healthcare providers (HCPs), participants of PPP programmes administered by HA and the Department of Health (DH) are required to register with eHRSS. Recently, two of these PPP programmes have been extended, enabling more patients to benefit from eHR sharing through these programmes.

1. Territory-wide roll-out of the General Outpatient Clinic Public-Private Partnership Programme (GOPC PPP)

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The GOPC PPP was launched by HA in mid-2014 to subsidise eligible patients who are attending HA GOPCs to receive primary care services from the private sector. The Programme is currently covering 16 districts of the territory. With further extension to two more districts, namely, the North and Yau Tsim Mong districts, in 2018/19, the Programme will cover all 18 districts in Hong Kong. As at end-January 2018, more than 20 000 patients have participated in the programme.



Mid-2014:	Kwun Tong District, Wong Tai Sin District and Tuen Mun
	District
2016/17:	Eastern District, Southern District, Wan Chai District,
	Kowloon City District, Sham Shui Po District, Kwai Tsing
	District, Sai Kung District, Sha Tin District, Yuen Long
	District
2017/18:	Central and Western District, Islands District, Tai Po
	District, Tsuen Wan District
2018/19:	Yau Tsim Mong District, North District

#### 2. Colorectal Cancer Screening (CRC) Pilot Programme Phase 3

DH rolled out the third phase of the CRC pilot programme on 27 November 2017, extending the coverage to about 380 000 eligible Hong Kong residents born in the years 1952 to 1955 for enrollment in subsidised screening tests for the prevention of colorectal cancer. The three-year pilot programme was launched in September 2016 to subsidise asymptomatic Hong Kong residents born from 1946 to 1955 to undergo screening tests in phases. As of early February 2018, about 650 primary care doctors and about 150 colonoscopy specialists had enrolled in the programme, with about 63 000 eligible persons joining as participants.



#### Training, Seminars and Workshops

#### **Briefing Sessions on Enhancement of Patient Registration in eHRSS**

To prepare frontline staff of HCPs for the roll-out of enhancement and streamlining measures on patient registration in eHRSS, the eHR Registration Office held 4 briefing sessions on 1, 2, 3 and 8 November 2017 to provide an overview of the new measures. The sessions were received with active participation and enthusiastic discussion. Over 400 participants from HA, DH, private hospitals and other private HCPs attended the briefing sessions.



### eHR Annual Risk Review Workshop 2017

The workshop, the eighth so far, was held on 7 November 2017 and attended by about 90 IT professionals and clinicians of HA, DH and private HCPs, as well as representatives from the eHR Office and the Office of the Government Chief Information Officer. At the workshop, participants discussed challenges faced in eHR development and collaboratively explored possible solutions to address them. Mr Sidney Hui, Assistant General Manager of HKR International Ltd, was invited to the workshop as guest speaker to share his insight on the topic of "Risk Management-An Everyday Business".



# Fun Quiz - Chance to Win a Prize



#### **Choose the Right Answer**

How well do you know about the Electronic Health Record Sharing System (eHRSS)? Try out this quiz! There is a correct answer to each of the questions below. Circle them and send your answers in. Winners will receive a prize (while stock lasts).

#### 1. The eHRSS has recently won the

- A Innovative eHealth Solutions Award of the World Information Technology and Services Alliance Global ICT Excellence Awards 2018
- B Hong Kong Design Awards
- C Hong Kong Awards for Industries
- D Hong Kong Health Awards

- 2. Which of the following can be done by a substitute decision maker on behalf of a patient?
  - A Register eHRSS for the patient only
  - B Manage the patient's sharing consent only
  - C Request for the patient's withdrawal from eHRSS participation only
  - D All actions described in A to C above
- 3. Which of the following can be done by a child already registered with eHRSS when he/she turns 16?
  - A Register with eHRSS by himself/ herself only
  - B Change or revoke a sharing consent previously given to an HCP only
  - C Withdraw from eHRSS only
  - D All actions described in A to C above

- 4. Which of the following statement about authorised person is <u>incorrect?</u>
  - A Represent a patient aged 16 or above who is able to give consent but cannot submit application in person
  - B Represent a patient under 16 years old
  - C Appointed by a patient through online application
  - D Appointed by a patient in writing



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#### Join the Quiz

To join the quiz, please print out this page, mark your answers and fill out the required information. Completed entries should be returned by fax at 2300 7921 or email to enquiry@ehealth.gov.hk on or before 27 April 2018.

Name :	
Tel. no. :	Email :
Address :	

After the closing date on 27 April 2018, you can check the correct answers in the newsletter posted at the eHRSS website. Personal particulars and contact information collected in this fun quiz will only be used to notify winners and send prizes. All personal data collected in this fun quiz will not be disclosed to any third parties and will be deleted by the Electronic Health Record Office two weeks after all prizes have been sent.



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