



Dr Gene Tsoi:
Private Practitioners
Prepared for eHR
Sharing



Dr Antonio Sek:
Hospital Authority Paves
the Way for eHR Sharing

Virtual Tour on eHealth
Record Development

PPI-ePR Migrates
to eHRSS –
New Chapter in
Healthcare Delivery

Familiarising
LegCo Members
with eHR Programme

Seminar on “Recognised
Terminology –
Hong Kong Clinical
Terminology Table”

Game Zone



Gear Up for eHealth Record Sharing





Editor's Note

Welcome to Issue 5 of the eHealth News. Striving for the success of the Electronic Health Record (eHR) Programme, we are looking forward to strengthening the public confidence in the eHR Sharing System (eHRSS) and gaining collaborative support from healthcare stakeholders, especially the private healthcare sector and the Hospital Authority.

Gear Up for eHealth Record Sharing

While enactment of the eHR-specific legislation is on the radar screen, preparatory works of healthcare providers for participating in the eHRSS are not left unattended. To share with you the preparatory works done by different stakeholders in receiving the upcoming eHRSS, "Gear up for eHealth Record Sharing" was chosen as the theme for this issue. Experts from the private practitioners and the Hospital Authority are invited to share how the public and private healthcare sectors have been bracing themselves and gearing up for the eHR sharing. In the feature article, we will go down the memory lane to recapitulate the noteworthy milestones of the eHR Programme.

Public-Private Interface – Electronic Patient Record Sharing Pilot Project (PPI-ePR) participants, as the first and massive group enjoying the benefits of sharing health records, will have smooth transition to the eHRSS. Professional Corners will highlight the migration arrangement.

Ongoing eHR Support

Support by the lawmakers is critical to the passage of eHRSS Bill. A visit on the Programme was arranged for the Members of Legislative Council Panel on Health Services to let them have a better understanding on eHR. The Government is also establishing standard clinical terminology to support the eHR sharing in Hong Kong and therefore a seminar on "Recognised Terminology - Hong Kong Clinical Terminology Table" was held on 16 April 2014. Snapshots of these events could be found in the eHR Updates of this issue.

We have also prepared a maze in the Game Zone to challenge your knowledge about eHR. Don't miss this great opportunity to win a fabulous prize! Hope you will enjoy reading this issue. We look forward to your continuous support to the eHRSS.

Your Views

We would be interested to receive your feedback on this subject or any matters related to the eHRSS. Articles related to health record issues are most welcome for sharing in the upcoming eHealth News. Please send us your views by email to eHR@fhb.gov.hk.



Private Practitioners Prepared for eHR Sharing

Dr Gene Tsoi
 Immediate Past President of
 the Hong Kong College of Family Physicians



Family physicians are one of the major groups of medical professionals in Hong Kong providing primary healthcare service to the community. Being crucial stakeholders of the healthcare system in Hong Kong, how are family physicians preparing for their participation in the eHealth Record Sharing System (eHRSS)? Dr Gene Tsoi, Immediate Past President of the Hong Kong College of Family Physicians, shared with us about how primary care practitioners have been preparing for the eHR Programme.

Family Physicians Support eHRSS

At the outset of the interview, Dr Tsoi explicitly expressed support of private physicians to the eHR Programme. "In the early stage of the Programme, the Food and Health Bureau sought views from the Hong Kong College of Family Physicians," Dr Tsoi recalled. "Since the entire project does not only involve public and private hospitals for health record sharing, but also covers the primary healthcare sector as well as all private practitioners in Hong Kong, the College is very supportive to the initiative. We have even attended the Legislative Council meetings to back up the Programme."



Dr Tsoi believed that eHRSS helps promote family doctor concept and enhances continuity of care.

Dr Tsoi further elaborated on the reasons for the support. "The principle of family medicine is the continuity of healthcare to patients. If a patient needs to visit a family doctor after being discharged from a hospital, or if hospitalisation is recommended after consulting a family doctor, the sharing of patient's comprehensive medical history among medical professionals could help provide continuous healthcare to the patient. In particular, the



timely availability of comprehensive information about diagnosis, prescriptions, laboratory results, and drug allergy, etc, shared through the electronic platform could avoid treatment delay or unnecessary repetition of medical examinations,” Dr Tsoi explained.

PPP Facilitates eHRSS Development

Currently, some private practitioners have already participated in the Public Private Partnership (PPP) Programmes, which aim at facilitating better collaboration and interface between different levels of care among the public and private healthcare sectors. Dr Tsoi affirmed the positive impacts of the PPP Programmes. “Diverting certain amount of patient flows to the private sector could help alleviate workloads and pressure of the public outpatient clinics and shorten the patients’ waiting time, thus improving the overall quality of healthcare service,” he said.

With health record sharing capability, PPP also serves as an important catalyst to promulgate the eHR Programme to the private sector. “Since the participating private doctors of the PPP Programmes can access and update their patients’ records stored in the Hospital Authority (HA)’s database via specific functions of the existing electronic platform, they will be more ready to adopt the eHRSS in the future,” Dr Tsoi remarked.



PPP is an important catalyst to facilitate better collaboration between the public and private healthcare sectors.

Concerns of Private Practitioners

Despite the advantages of eHRSS for sharing comprehensive health records, some private practitioners have concerns over the privacy protection requirements under the eHR Programme. “Being medical professionals, we have to exercise due diligence in keeping confidentiality for patients’ medical records. The future eHRSS may scare off some doctors in view of the leakage of patients’ medical information and subsequent legal implications,” Dr Tsoi indicated. “I believe the Government should spend more effort to raise the doctors’ awareness of the eHR legislation provisions related to privacy protection and legal liabilities.”

“Potential increase in workload is another concern of private practitioners because participating doctors are obliged to ensure the accuracy of the data input to the System by entering right information of each medical case into the eHRSS,” Dr Tsoi emphasised, “Unfortunately, they can only complete the entry within limited time given their busy schedules.”



Concerns of doctors in the System: user friendliness, increase in workload and technical support.

Easing Concerns Fosters Participation

At the end of the interview, Dr Tsoi advised that concerns of stakeholders must be addressed in order to motivate them to join the eHRSS. “Patients may worry about the types of information to be shared in the eHRSS while doctors are concerned about user-friendliness of the System, extra workload incurred as well as the technical support provided. After all, user’s satisfaction with the System is the key to success of eHRSS,” Dr Tsoi concluded.



Hospital Authority Paves the Way for eHR Sharing

Dr Antonio Sek
Chief Manager (eHR), Hospital Authority



Managing all public hospitals in Hong Kong, the Hospital Authority (HA) is the largest healthcare provider with well-established integrated clinical management system. To prepare for the roll-out of eHR Sharing System (eHRSS), do you know how HA is preparing itself for the launch? To unveil its behind-the-scenes efforts, we have interviewed Dr Antonio Sek, Chief Manager (eHR) of the HA.

Roles of HA in eHR Programme

Since the conceptual development of the eHR Programme, HA has been heavily involved in the project with its dual roles. "On the one hand, leveraging our nearly 20 years of experience in managing electronic medical records, HA

serves as a technical agency to assist the Food and Health Bureau (FHB) on eHR development," Dr Sek said. "On the other hand, HA will also be a key participant joining the eHR Programme."

Support from HA Staff

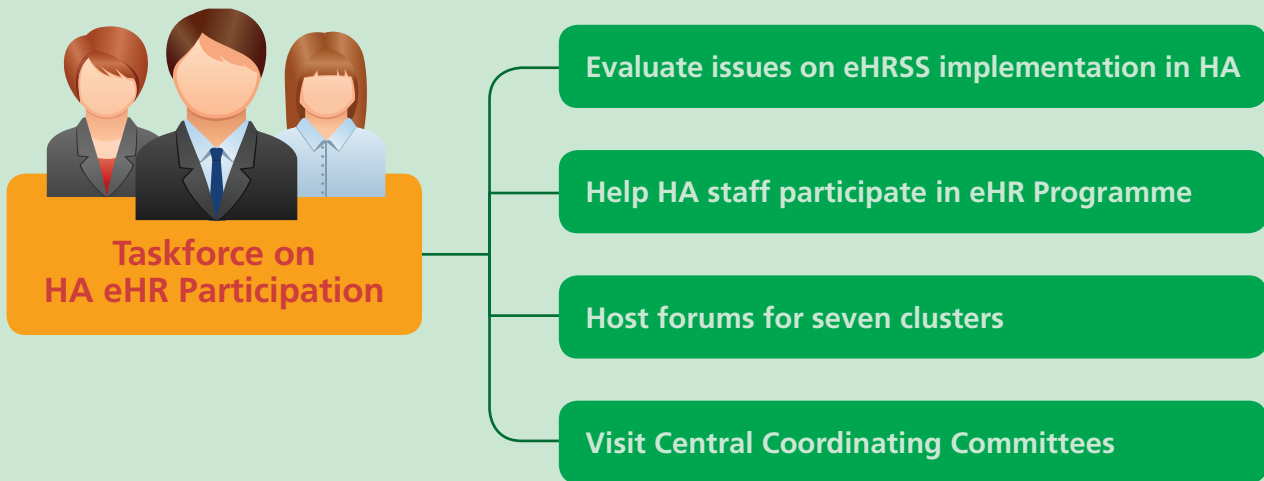
Facing a significant evolution in using electronic health record between public and private healthcare sectors, how do HA frontline staff react with the change? "In general, the staff in HA are very supportive to the eHR Programme," Dr Sek responded. "Many staff have been looking forward to the two-way sharing of patients' health records. Yet, given the complexity of the project, it takes a long way to develop and eventually realise the plan."

There are also concerns raised by HA frontline staff on the forthcoming changes. Dr Sek frankly admitted, "Some staff members are worried that they might not have sufficient time to view additional shared medical records while taking care of patients. Whereas some have concerns that the vast amount of shared information might cause confusion in making precise clinical judgments."



HA has been heavily involved in the eHR Programme with dual roles.





Get HA Staff Prepared

To prepare its staff to adapt to the changes, HA has formed a Taskforce on HA eHR Participation. “The Taskforce primarily focuses on evaluating issues pertaining to eHRSS implementation in HA, as well as helping HA staff to participate in the Programme,” Dr Sek explained. “They have already done a lot of works. For example, the Taskforce has hosted forums with representatives from the seven hospital clusters and introduced development of the eHR Programme and its potential impacts on daily workflows of the medical professionals. We hope that the message could be delivered to the medical units and departments of different clusters,” he further elaborated.

“Besides, the Taskforce has visited all Central Coordinating Committees in HA to meet with experts of various medical disciplines and explain how the eHRSS could assist in their daily work,” Dr Sek added. “In the future, the Taskforce will also be responsible for coordinating

patient registration in the eHRSS and verifying the eligibility of our medical users in accessing the eHRSS,” Dr Sek remarked on other duties of the Taskforce.

Work Ahead

In the meantime, the passage of the eHR-specific bill will be crucial to the overall implementation of the eHRSS. Once the eHR legislation is enacted, HA will have to accomplish other critical tasks before commissioning of the eHRSS. “Firstly, when detailed legislative provisions are made, we will start to promote the eHR Programme to the general public. With stronger public recognition and acceptance, the Programme will easily achieve its goals and objectives,” Dr Sek emphasised the importance of gaining public awareness and support on the eHRSS.

“Besides, we currently have more than 370,000 patients participating in our Public-Private Interface – Electronic Patient Record Sharing Pilot Project (PPI-ePR). We will invite them to migrate from PPI-ePR to the eHRSS through a simple migration process,” Dr Sek further indicated.

Confidence of Success

Despite the complexity and tremendous workloads involved, HA is optimistic about the success of the eHRSS. “Of course there will be obstacles down the road, we will continue to follow up various issues, overcome the problems, and collaborate closely with FHB in order to encourage more people to participate in the eHRSS. We are confident that our goal can be achieved with ease,” Dr Sek concluded with a confident tone.



PPI-ePR participants will migrate to eHRSS through a simple migration process.



Virtual Tour on eHealth Record Development

Start of eHR Programme

July 2009

Following the healthcare reform proposed in 2008, the HKSAR Government launched the eHealth Record (eHR) Programme to develop a territory-wide patient-oriented eHR Sharing System (eHRSS).

eHR Engagement Initiative (EEI)

Oct 2009 & Nov 2010

EEI exercises were conducted to raise the awareness and arouse the interest of the private healthcare and information technology sectors in eHR sharing.

eHR Public Consultation

Dec 2011

The HKSAR Government launched a two-month public consultation and received a total of 111 responses. The public generally supported the proposal in the consultation document.

Developing eHR Major Components

eHR Sharing Infrastructure Core Component:
To interconnect eMR/ePR systems with eHRSS

CMS Adaptation and CMS On-ramp: To support the operation of clinic and hospital in private healthcare sector to enable safe access to eHRSS

Standardisation and Interfacing Component:
To ensure system compatibility and interoperability

System Security Audit and Integration Testing

Security audits on eHRSS and its interconnection with individual eMR/ePR systems will be conducted to ensure safe and secure operation of eHRSS.

Passage of eHRSS Bill

The HKSAR Government has tabled the eHRSS Bill in 2Q 2014 to the Legislative Council for enactment. The Bill seeks to formulate a legal framework for the establishment of the eHRSS to protect data privacy and system security.

Registration of Patients and Healthcare Providers

Joining eHRSS is entirely voluntary and free-of-charge. eHRSS registration of patients and healthcare providers will commence upon passage of eHRSS Bill.

Launch of eHRSS

To commence operation of the eHRSS subject to the passage of the Bill.



PPI-ePR Migrates to eHRSS – New Chapter in Healthcare Delivery

Since the launch of the Public-Private Interface – Electronic Patient Record Sharing Pilot Project (PPI-ePR) in 2006, over 370,000 patients have enrolled into the programme and are enjoying the benefits of sharing the patient records. What’s more, the pilot has successfully proven the concepts and technologies of electronic patient record sharing.

Migration to eHRSS

Following the implementation of the Electronic Health Record Sharing System (eHRSS), PPI-ePR will be decommissioned as it has fulfilled its mission as a pilot. eHR sharing will evolve from one-way to two-way to facilitate better collaboration between public and private healthcare services. The existing PPI-ePR participants will be led to a new regime of healthcare delivery.

Fast Track Migration

Invitation letter will be sent to PPI-ePR participants to inform them of the migration arrangements. Three fast track registration channels are available to ensure smooth migration to eHR, including online registration, registration hotline and returning registration slip by fax or mail.

Existing PPI-ePR participants can continue to enjoy the benefits of electronic patient record sharing after the live run of eHRSS. We believe that with the eHRSS, patients will enjoy benefits brought by the advanced technology and the quality healthcare to a larger extent.



Three Fast Track Migration Channels



eHR Online Registration



eHR Registration Hotline



OR



Returning eHR Registration Slip by Fax or Mail



Familiarising LegCo Members with eHR Programme



With enactment of the Electronic Health Record (eHR)-specific legislation being well underway, Members of the Legislative Council (LegCo) Panel on Health Services paid a familiarisation visit on 28 February 2014 to gain a better understanding of the eHR Programme prior to the passage of the Bill.



FHB and HA officers conducted presentation for LegCo Members.

Panel Members received a briefing by Mr Richard Yuen (Permanent Secretary (Health)), Mr Sidney Chan (Head of eHR Office) and Ms Ida Lee (Deputy Head of eHR Office) of Food and Health Bureau (FHB) on an overview of the eHR Programme, followed by a presentation by Dr Antonio Sek (Chief Manager (eHR) of Hospital Authority (HA)) on the design and

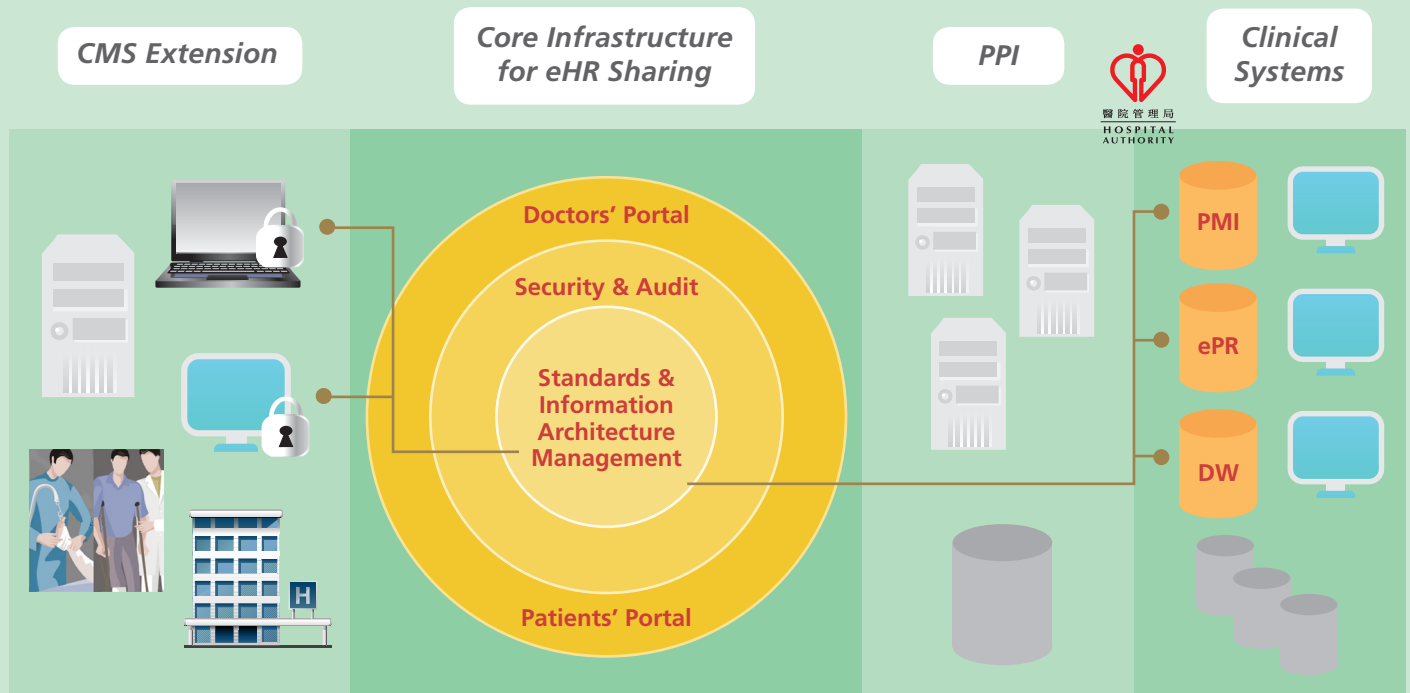
operation of the eHR Sharing System (eHRSS).

To help the visitors learn about the application of eHRSS in real-life situations, HA staff walked through with the Panel Members the core eHRSS components, featuring Clinical Management System (CMS) Extension for private hospitals and clinics, eHRSS viewer and eHRSS registration. The LegCo Members also observed live demonstration of the simple and efficient eHRSS registration process for patient with Smart Hong Kong Identity Card.



HA staff demonstrated eHRSS registration process.

Feedback received from participants was very positive, which helps instil a positive mindset towards private sector participation in eHR sharing.



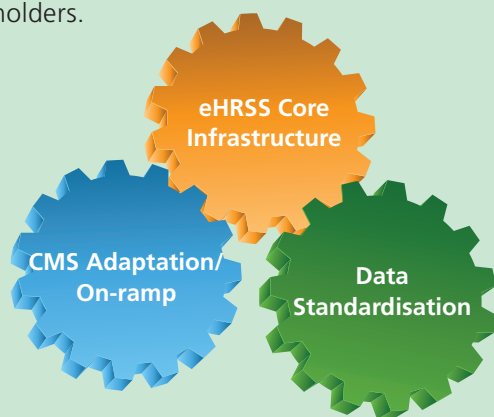
LegCo Members were briefed on the operation of eHRSS



Seminar on “Recognised Terminology – Hong Kong Clinical Terminology Table”

Importance of Data Standardisation

Standard terminology is the foundation for supporting development of an interoperable electronic health record (eHR), which ensures that shared health data can be accurately interpreted while improving healthcare delivery and optimising clinical workflow. As the use of structured terminology to capture clinical data has become an indispensable element in health informatics development, seminar on Hong Kong Clinical Terminology Table (HKCTT) was therefore organised to instil the eHR information standards for healthcare and information technology stakeholders.



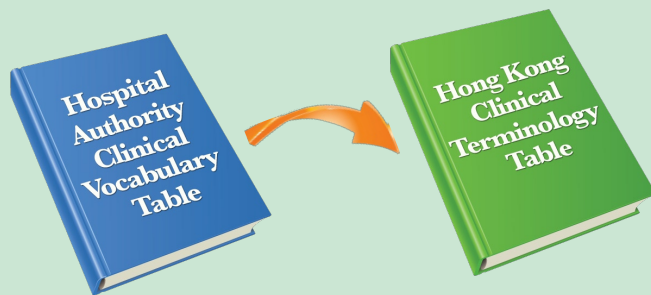
Data Standardisation is critical to the interoperability of eHRSS.

What is HKCTT?

HKCTT is a terminology standard developed to facilitate the establishment of an interoperable eHR infrastructure in the local healthcare system. HKCTT supports clinicians in documentation at the point of care and assists in organising clinical data to facilitate healthcare providers in viewing patient’s eHR.

The HKCTT was built with reference to the Hospital Authority Clinical Vocabulary Table (HACVT), which has accumulated more than 39,000 concepts for different diagnoses and procedures. To achieve interoperability with international terminology standards, HKCTT was mapped with Systematised Nomenclature of Medicine, Clinical Terms (SNOMED CT), thereby enhancing the future eHR

clinical records captured. Private healthcare providers can also directly use SNOMED CT for capturing and storing their own clinical records, as well as transmitting their records to the eHRSS.



HKCTT was built on the basis of HACVT.

Snapshots of Seminar on HKCTT

“Recognised Terminology – Hong Kong Clinical Terminology Table (HKCTT)” seminar was held on 16 April 2014. In the seminar, the speakers had provided an overview of HKCTT, including structure and content, maintenance, update and request submission; and outlined the key principles for preparation of eHR to healthcare providers. A total of 65 attendants from 15 organisations in the public and private sectors attended the seminar. The rich contents of the programme had impressed most of the audience; they not only recognised the use of HKCTT, but also learnt its application on eHR sharing. Presentation materials on the seminar are available at the [eHR Office website](#).



Seminar on “Recognised Terminology - HKCTT” was held in April 2014.



Game Zone, Chance to Win a Prize!



Test your knowledge about the eHR Sharing System with the following maze game and get prepared for eHR Sharing! Simply draw a line from the starting and finishing point to find the way out of the maze. Readers who get the correct way to pass through the maze can win a prize, while stock lasts. Enjoy the fun of exploring eHR!

Join the game and fax the completed form to 2300 7921 or email to eHR@fhb.gov.hk on or before 30 Sep 2014.

The deadline for submission is over. The correct answers are indicated as below.

Gear Up for eHR Sharing!



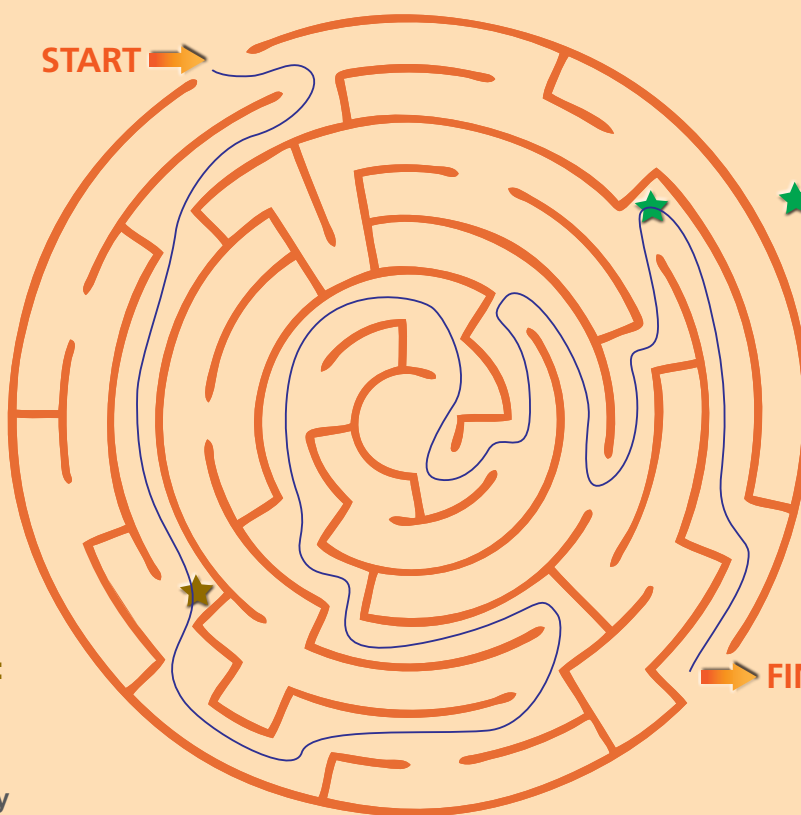
START →



★ **Checkpoint 2:**
Comply with operational and security requirements



★ **Checkpoint 1:**
Adopt clinic management software with eHR connectivity



→ FINISH



Please provide your name, contact information, and postal address. Winners will be notified through email and the prize will be mailed to the postal address provided below.

Name: _____

Tel No.: _____ Email: _____

Postal Address: _____

After the closing date on 30 Sep 2014, you can check the correct answers in the newsletter posted at the [eHR Office website](#). The personal particulars and contact information collected in this game zone will only be used to notify and send prizes to the winners. All personal data collected from this game zone will not be disclosed to any third parties and will be deleted by the eHR Office two weeks after all prizes have been sent.

