

## **ROLES AND RESPONSIBILITIES OF USER ADMINISTRATOR IN THE ELECTRONIC HEALTH RECORD SHARING SYSTEM (EHRSS)**

1. To manage user accounts and related administrative matters for healthcare providers to facilitate their participation and use of eHRSS. Such activities may include creation of user accounts with appropriate functions; proper assignment of access rights; maintenance of updated user list, user profile and professional registration information; and timely closure of user account(s) when necessary, etc.;
2. To act as liaison person to communicate and cooperate with the Commissioner for the Electronic Health Record (eHRC) on matters relating to the use of eHRSS including:
  - a. To collect feedback from users and to disseminate updates of eHRSS operational information to users (including provision of training on proper use of the eHRSS as and when required)
  - b. To handle enquiries or complaints;
  - c. To handle Data Correction Requests in accordance with Personal Data (Privacy) Ordinance (Cap. 486);
  - d. To report to eHRC any suspected or confirmed data, privacy or security incidents;
  - e. To provide assistance and information to eHRC and other relevant parties/ agencies for facilitating the investigation of data, privacy or security incidents; and
  - f. To carry out regular audit, investigation and related matters.
3. To perform other administrative duties for the healthcare providers as required by eHRC for the effective operation of eHRSS.