

Electronic Health Record Sharing System (eHRSS)
Healthcare Provider (HCP)
Withdrawal Request Form

PART 1 - Healthcare Provider (HCP) Information	
HCP Number*	
Name of Business / Corporation*	(English)
	(Chinese)

PART 2 – Reason for Withdrawal (Note: We may contact you for further information or supporting documents)	
Please indicate reason(s) for withdrawing from eHRSS and <u>provide details</u> in the space provided	
<input type="checkbox"/>	Closure of business / corporation: _____ (e.g. retirement of doctor)
<input type="checkbox"/>	Re-structuring of business / corporation: _____ (e.g. merger with another organisation)
<input type="checkbox"/>	Change in service nature: _____
<input type="checkbox"/>	Business decision: _____
<input type="checkbox"/>	Others: (Please specify) _____ _____

PART 3 – Feedback / Suggestions on eHRSS	

PART 4 – Particulars and Declaration of Authorised Person			
By signing this form, I declare that - (a) I have the lawful authority from the healthcare provider to submit the request to withdraw registration from eHRSS. (b) All information given to support this request is true and correct to the best of my knowledge. (c) I have read and understood the "Personal Information Collection Statement".			
Title (Mr/ Mrs/ Ms/ Dr)	Name (English)	Name (Chinese)	Post Title
Signature of Authorised Person		Contact Phone Number (852)	
		Organisation Chop	
Date			

*Name and number of HCP can be found on the eHRSS HCP register
<https://hcpr.ehealth.gov.hk>

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Points to note for HCP:

- 1) A registered HCP may request that a registration of the HCP be withdrawn from eHRSS. HCP should complete and return the "HCP Withdrawal Request Form" and provide supporting documents (if applicable) to the Electronic Health Record Registration Office by postal mail, fax or email.

Electronic Health Record Registration Office
Address: Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, H.K.
Hotline: (852) 3467 6230
Fax: (852) 3467 6099
Email: ehr@ehealth.gov.hk
- 2) Upon receiving the completed withdrawal request form, processing time for withdrawal application:
 - Non-Public-Private Partnership Programme (PPP) participant: 7 days
 - For PPP participant: 90 days
- 3) After the request is granted, the HCP will be notified in writing of the date on which the request is granted. The withdrawal takes effect on that date.
- 4) By withdrawing from eHRSS, HCP should take note that
 - a. Access by the HCP to eHRSS will not be allowed once the withdrawal takes effect.
 - b. All user accounts under the HCP and sharing consents given by healthcare recipients ("HCR") to the HCP will cease to have effect once the withdrawal takes effect.
 - c. All users of the HCP in eHRSS will receive notification messages that their access rights to eHRSS at the HCP are terminated.
 - d. Information of the HCP and all its healthcare service locations will be removed from the eHRSS HCP register.
 - e. HCR data already shared to eHRSS by the HCP before its withdrawal will remain available in eHRSS for viewing and use by authorised parties.
- 5) If the HCP would like to re-register to eHRSS after withdrawal, submission of the duly completed HCP registration form and the necessary supporting documents for the consideration of the Electronic Health Record Registration Office ("RO") is required. An HCP that has withdrawn from eHRSS needs to go through the established registration procedures again before it can be re-registered, if considered in order by the RO.
- 6) **Checklist for HCP Withdrawal from eHRSS**
 - ☐ HCP must properly discard the Encapsulated Linkage Security Application ("ELSA") installation disc and uninstall ELSA from the workstations (if applicable).
 - ☐ HCP must return all smart card readers to the RO within two weeks from the effective date of the withdrawal.
 - ☐ HCP must remove eHRSS labels(s) from all healthcare service locations on the date the withdrawal takes effect or as soon as practicable and must no longer claim that it is registered with eHRSS.
 - ☐ HCP must properly discard hard copies of HCRs' consent forms and supporting documents such as photocopies of identity documents/ relationship proof. The RO will contact the HCP for disposal of the forms and supporting documents related to eHRSS.
- 7) Please note that approval of the HCP's withdrawal request is without prejudice to any complaint, claim or criminal investigation against the HCP in relation to the use of eHRSS and/or under eHRSSO (Cap. 625). Withdrawal from eHRSS does not absolve the HCP's responsibility or liability arising from its agreement(s), if any, with the Government or the eHR HK Limited, or contravention against the code of practice issued by the Commissioner for the Electronic Health Record or the eHRSSO.
- 8) You may be requested to submit additional or missing information if required. Failure to provide the information requested within 60 days, your request will be deemed unsuccessful and all related documents shall be disposed of without further notice.

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PERSONAL INFORMATION COLLECTION STATEMENT

Purposes of Collection

We, the Electronic Health Record Office under the Health Bureau of HKSARG, may collect a variety of information including *name, address, telephone number(s), business registration and healthcare provider registration information* of your organisation, and/or your personal information including *names, titles, identity document number and contact information (e.g. telephone number(s) and email address) and professional registration information (if applicable)*.

The personal data or any information we collected from you and/or your organisation is used for your registration as a registered healthcare provider in the Electronic Health Record Sharing System (eHRSS) or the creation and maintenance of your user account as an authorised user working under a healthcare provider who have participated in eHRSS, and related matters under the Electronic Health Record Sharing System Ordinance (Cap 625) (eHRSSO). Your registration is essential, as only authorised user working under registered healthcare provider with valid account can access information and function(s) in eHRSS. Unless for specified purpose stated in eHRSSO, using your personal information in eHRSS for direct marketing is an offence.

Classes of Transferees

Except with your prior consent, we will not transfer or disclose the collected personal information to any third party except as stated below:

- (1) the Department of Health, Hospital Authority or any person or entity whom we may appoint in writing to assist in performing a function and exercising a power, pursuant to eHRSSO;
- (2) any personnel, agent, adviser, auditor, contractor or service provider engaged by us to provide services or advice (e.g. technical, security or data processing service...etc.) in connection with our operations;
- (3) any person to whom we are required to make disclosure under any law or court order applicable in Hong Kong.

Access and Correction of Your Personal Data

You have the rights of access and correction of the personal data provided under Personal Data (Privacy) Ordinance; please contact the Electronic Health Record Registration Office for more information. A non-excessive fee will be charged for complying with your data access request.

Enquiries

Enquiries concerning personal data provided, including the making of access and correction should be addressed to:

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Hotline: (852) 3467 6230

Fax: (852) 3467 6099

Email: ehr@ehealth.gov.hk