Guide for eHealth Healthcare Provider

Scan to join

More Comprehensive, Timely and Accurate Electronic Health Records for Your Healthcare Service

醫健通 eHealth
香港特別行政區政府 HKSARGOVT

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Getting to Know eHealth

Electronic Health System (eHealth)

- Launched by the Government in March 2016, eHealth is a territory-wide and patient-centric electronic platform that enables healthcare providers (HCPs) in the public and private sectors, to deposit and, upon authorisation, view citizen's electronic health records (eHRs)
- Starting in 2024, eHealth gradually transform from a health record sharing system into a comprehensive healthcare information infrastructure that integrates multiple functions of healthcare data sharing, service support and care journey management

Benefits of Joining eHealth

Healthcare Recipient (HCR)

Build lifelong and comprehensive eHRs to support management of personal health and healthcare services

Enable formulation of personalised treatment plans by HCPs, enabling more accurate diagnoses and reduce care costs

HCPs

Access patients' health records instantly with authorisation, enhancing clinical efficiency and service quality

Facilitate participation in Public-Private Partnership programmes and deposit of relevant medical records into eHealth, fostering cross-sectoral and multi-disciplinary healthcare collaboration

Key Principles

Patient-centric care
eHealth aims to build a lifelong, comprehensive and individualised eHR profile for each and every participating patient, capturing essential health data that is readily available and easily accessible by the patient in need and his/her HCPs to support the delivery of patient-centric care.

Voluntary participation
A patient can freely choose to participate in eHealth by giving express and informed consent to have his/her eHRs[1] shared with private HCPs of his/her choice; and can revoke the consent at any time. Similarly, only HCPs who participate in and comply with the requirements for eHR sharing can deposit and access eHR data.

Pre-defined sharable scope
Only data falling within the pre-defined eHR scope can be shared through the eHealth platform; individual HCPs also may view patients' eHRs only with their authorisation for the provision of healthcare services.

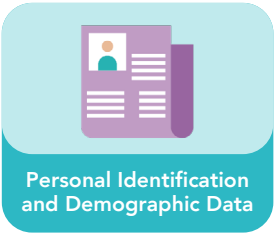
"Patient-under-care" and "need-to-know"
Only HCPs providing healthcare services to a patient and with the need to know his/her health data for such purpose may access the patient's health data with his/her consent and knowledge.

Data privacy and system security
We have put in place a number of protection measures, including predefined access rights of different levels set in accordance with individual healthcare professionals' (HCProfs) clinical needs or roles, issuance of access notification to patients, etc. Privacy Impact Assessments and Security Risk Assessments and Audits are also conducted by us routinely.

[1] Sharing consent to the Department of Health (DH), Hospital Authority (HA), the Primary Healthcare Commission (PHCC), and healthcare facilities managed or controlled by the Government, the HA, or an HA subsidiary (Government and HA Facilities) is taken to be given when joining eHealth

Scope of Sharable Data

The scope of sharable data[1] in eHealth covers 11 types of eHRs. Only data within sharable scope will be shared on eHealth.

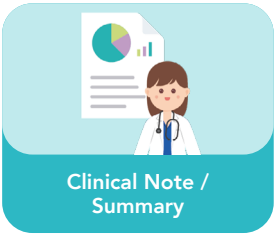


Personal Identification and Demographic Data

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 (e.g. blood pressure and blood sugar records) and Lifestyle Records (e.g. smoking and drinking habit)

Medical Certificate

The Latest Scope of Sharable Data

Joining Consent and Sharing Consent

- Once citizens give their Joining Consent (i.e. register to join eHealth), both public and private HCPs providing services to them will be able to deposit eHRs to their personal eHealth accounts
- Only after citizens have given their Sharing Consent can individual private HCPs access their eHRs

[1] Please refer to the eHealth website for the latest scope of sharable data

Joining eHealth

Who can Register with eHealth as HCP?

Service Location

A HCP that provides healthcare service in Hong Kong

Entity

Participation of HCPs in eHealth is on an organisational basis supported by valid and eligible proof of establishment

Supporting documents

Healthcare Professional

Engage HCProf(s) specified in the Electronic Health System Ordinance (eHealth Ordinance)

How to Register?

HCPs can complete the eHealth registration in simple steps and it is free of charge

Submit Application Online

Which Types of HCProfs can Access eHealth?

Types of HCProf that Can Access Health Data on eHealth -

- Medical Practitioner (Doctor), Dentist, Midwife, Nurse, Pharmacist, Medical Laboratory Technologist, Occupational Therapist, Part I Optometrist, Radiographer, Physiotherapist, Dental Hygienist, Chiropractor and Chinese Medicine Practitioner. For the latest types of qualified HCProf, please refer to the QR code or eHealth website
- The Government will gradually expand the scope of HCProfs who can access health data on eHealth
- HCProfs with valid registration status can apply to their HCP (User Administrator "UA") to create eHealth accounts

Eligible Healthcare Professionals

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 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
- All accesses will be logged and subject to audit and inspection

Access Control

What are the Technical Requirements for Joining eHealth?

View eHR

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 system (EMRS) enables both viewing and sharing of eHRs to eHealth (within the eHR sharable scope and subject to the agreement of HCP)

EMRS Accredited Connectivity with eHealth

This refers to an accredited EMRS that has successfully connected to eHealth and meets the technical requirements for HCPs to deposit eHR in eHealth. We encourage all HCPs to adopt accredited EMRS that are connected to eHealth and deposit patients' eHR in eHealth

List of EMRS Accredited Connectivity with eHealth

Technical Support

We will provide free technical support and advice on eHealth connection HCPs

Call us at 3467 6230

eHealth+ Connectivity Accreditation Scheme

Accreditation Scheme recognises HCPs that have met technical standards to deposit eHRs into citizens' personal eHealth accounts. (Currently, the accreditation scheme applies only western medical practitioners, medical laboratory centres, and radiology diagnostic centres)

eHealth+ Connectivity Accreditation Scheme

Using eHealth

How to View a Patient's eHR?

Step 1

Log into the eHR portal or your eHR-enabled EMRS

Step 2

Log into the eHR viewer

Step 3

Input particulars of the eHealth patient (e.g. Hong Kong Identity Card (HKIC) number or eHR number)[1]

Step 4

HCProfs start browsing the patient's eHR based on the principles of "patient-under-care" and "need-to-know"

[1] 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.10 and p.11)

[2] Every time an HCProf accesses a patient's eHR, the patient will be notified of the access through his/ her selected communication means (SMS / email / postal mail)

How to Deposit Patients' eHR?

HCPs using accredited EMRS connected to eHealth can automatically deposit sharable eHR into eHealth. For more technical details, please contact the vendor of the EMRS.

How to Register with eHealth and Complete Identity Verification for a Patient?

HCPs only need to follow these steps to register for eHealth or verify their identity.

Register with eHealth and Complete Identity Verification for a Patient

Step 1

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

Step 2

Verify the patient's contact information and, after ensuring the patient's consent, obtain his/her sharing consent (if applicable) and simultaneously verify their 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 / postal mail)

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 –

Advise the patient to use the eHealth App to scan the eHealth QR code displayed by HCPs or search for HCPs

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

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

OR

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

After obtaining the patient's sharing consent, HCProfs may access the patient's records only based on the principles of "patient-under-care" and "need-to-know".

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

Patient's Participation
Make sure patients have read the "Participant Information Notice" and the "Personal Information Collection Statement" before they give joining or sharing consent

Access to eHRs
Remind your HCProfs to access only the eHRs relevant to the services they provide on a "Need-to-know" basis

Data Accuracy
Ensure the records you share are accurate and comply with the sharing requirements

Data Security
Adopt all reasonably practicable steps to protect personal data in eHealth and report to the eHR Office all suspected/ detected incidents

Personal Data Privacy Policy
Review and update your existing personal data privacy policies to ensure compliance with relevant regulatory requirements

eHealth User Account
Ensure only authorised HCProfs can access patients' eHRs and remind all authorised users not to share their accounts

Scan to Read
"PDPO and eHealth (Points to Note for HCPs and HCProfs)"

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[1] (e.g. termination of business)

Step 1

Withdrawal Request Form

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

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

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

The contents of this booklet will be updated from time to time in accordance with announcements made by the Electronic Health Record Office. In the event of any discrepancies between the printed and online versions of this booklet, the latest version uploaded to the eHealth website (www.ehealth.gov.hk) shall prevail.

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醫健通 Electronic Health System

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