

Electronic Health Record **Sharing System**

Guide for Healthcare Recipient



**Reduce errors and
repeated tests**



**Quick and safe access
for reference**



**Secure system
Privacy protected**



Voluntary and free registration



Scan to Join

Lifelong, More Comprehensive, Timely and Accurate Electronic Health Records for You



Scan to Read
the eHealth News!



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Getting to Know eHealth

Electronic Health Record Sharing System (eHealth)

- ▶ A government-funded, territory-wide and patient-oriented electronic sharing platform in Hong Kong
- ▶ Enables two-way sharing of Electronic Health Records (eHRs)¹ of participating patients among public and private healthcare providers (HCPs)²
- ▶ Serves as an information technology platform for public-private partnership programmes

Benefits of Joining eHealth



Patients



HCPs

Building up lifelong and more comprehensive health records for your healthcare

Providing more efficient and quality-assured healthcare services

Receiving more timely and accurate diagnosis and treatment

Reducing potential errors associated with paper records

¹ Records in secure electronic format containing health-related information of an individual

² Refer to eHealth participating healthcare providing organisations (e.g. hospitals, clinics, social welfare organisations, elderly homes etc.)

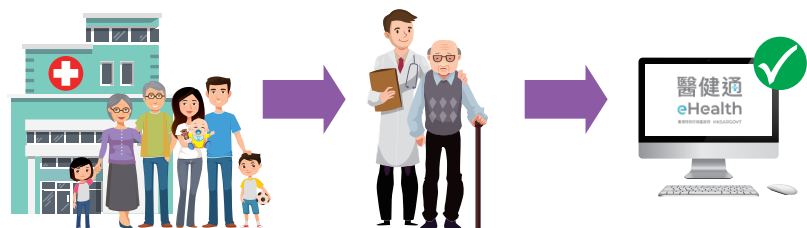
Key Principles



Voluntary Participation



Need-to-know & Patient-under-care



- ✓ HCP & patient join eHealth
- ✓ Patient gives consent to HCP to access his/ her eHR
- ✓ HCP can access & share patient's eHR

- ▶ Voluntary participation by both patients and HCPs
- ▶ Data privacy and system security protected by eHealth Ordinance (Cap. 625)
- ▶ eHR will only be accessed by HCPs on a "Patient-under-care" and "Need-to-know" basis with the patient's sharing consent¹

¹ Sharing consent to the Hospital Authority (HA) and the Department of Health (DH) is taken to be given when joining eHealth

Scope of Sharable Data

- ▶ Only data falling within the pre-defined scope will be shared
- ▶ Eleven types of sharable data¹



Personal Identification
and Demographic Data



Allergies and
Adverse Drug
Reactions



Diagnosis,
Procedures and
Medication



Encounters /
Appointments



Clinical Note /
Summary



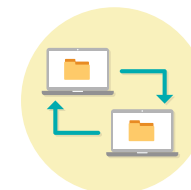
Birth and
Immunisation Records



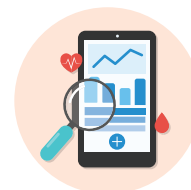
Laboratory and
Radiology Reports



Other Investigation
Reports



Healthcare Referrals



Observation and
Lifestyle Records



Medical Certificate



¹ Please refer to the eHealth website for the latest scope:
<https://www.ehealth.gov.hk/en/whats-ehealth/sharable-records/index.html>

How to Join eHealth?

All holders of valid and eligible identity documents (p.11) can join eHealth by giving a joining consent.

● Aged 16 or Above

P 5-6

● Aged Under 16 (Child) (Application by Substitute Decision Maker (SDM))

P 7-8

You can register for a child aged under 16 as his/ her SDM if you are:

- the child's parent;
- the child's guardian¹;
- a person appointed by court to manage the child's affairs;
- if there is no one in (a)-(c), the child's family member or a person residing with him/ her;
- if there is no one in (a)-(d), an eHealth participating HCP who provides or is about to provide healthcare to him/ her.

● Aged 16 or Above Who is Incapable of Giving Own Consent (Application by SDM)

P 9-10

You can register for a person aged 16 or above who is incapable of giving his/ her own consent as the person's SDM if you are:

- the person's guardian²;
- the Director of Social Welfare or any other person as guardian³;
- a person appointed by court to manage the person's affairs;
- if there is no one in (a)-(c), the person's family member or a person residing with him/ her;
- if there is no one in (a)-(d), an eHealth participating HCP who provides or is about to provide healthcare to him/ her.

¹ Appointed under Guardianship of Minors Ordinance (Cap. 13) or appointed by court

² Appointed under Mental Health Ordinance (Cap. 136)

³ Appointed under Mental Health Ordinance (Cap. 136) s44A(1)(i), 44B(2A) or 59T(1) or 44B(2B) or 59T(2)

For more details, please refer to <https://www.ehealth.gov.hk/en/you-and-your-family/how-to-register/index.html>



Aged 16 or Above



Online Submission

Step 1 Application

Complete and submit online form at the eHealth website

Step 2 Identity Verification

Bring your identity document (p.11) to the following locations for identity verification¹:

- ▶ eHR **Registration Centres (RCs)**² of HA and DH
- ▶ Mobile registration counters²
- ▶ Private HCPs providing healthcare to you
- ▶ eHR Registration Office (RO)

Alternatively, you may authorise a person³ to complete identity verification for you. Please remember to specify at the relevant part of the online form.

If you submit your application with "iAM Smart", you can use "e-ME" to fill in your personal information to complete your registration with eHealth. Your identity will also be verified at the same time.



In Writing

Step 1 Application

Complete the **Registration Consent Form** (available at the eHealth website) and submit to the eHR RO by one of the following channels:

- ▶ fax (3467 6099)
- ▶ post (Address: Electronic Health Record Registration Office
Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)



Step 2 Identity Verification

Bring your identity document (p.11) to the following locations for identity verification¹:

- ▶ eHR **RCs**² of HA and DH
- ▶ Mobile registration counters²
- ▶ Private HCPs providing healthcare to you
- ▶ eHR RO

Alternatively, you may authorise a person³ to complete identity verification for you. Please remember to specify at the relevant part of the written form.



¹ Identity verification is an important privacy protection measure which authenticates an applicant's identity to start sharing his/ her eHRs in eHealth

² For details, please refer to p.16

³ Authorised person should provide his/ her identity document and a copy of your identity document

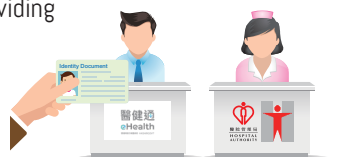
Aged 16 or Above



In Person

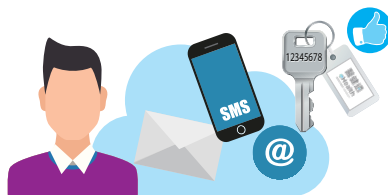
Bring your identity document (p.11) to the following locations for registration:

- ▶ eHR RCs¹ of HA, DH or private HCPs providing healthcare to you
- ▶ Mobile registration counters¹
- ▶ eHR RO



Successful Registration

- ▶ You will receive a notification with an 8-digit Access Key for managing sharing consent (p.12) via your selected communication means (SMS/ email/ post)
- ▶ Your health records within the eHealth sharable scope would normally be shared to the system in around 30 minutes



¹ For details, please refer to p.16

Aged Under 16 (Child) (Application by SDM)



Online Submission

Applicable to a child's parent, family member or a person residing with him/ her



Step 1 Application

Complete and submit online form at the eHealth website

Step 2 Identity Verification

Bring your and the child's identity documents (p.11) to the following locations for identity verification¹:

- ▶ eHR RCs² of HA and DH
- ▶ Mobile registration counters²
- ▶ Private HCPs providing healthcare to the child
- ▶ eHR RO

If your child is aged between 11-15, you can also use "iAM Smart" "e-ME" to fill in your and your child's personal information to complete his/ her eHealth registration and identity verification at the same time.

In Writing

Step 1 Application

Complete the **Registration Consent Form** (available at the eHealth website) and submit to the eHR RO by one of the following channels:

- ▶ fax (3467 6099)
- ▶ post (Address: Electronic Health Record Registration Office
Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)



Step 2 Identity Verification

Bring your and the child's identity documents (p.11) to the following locations for identity verification¹:

- ▶ eHR RCs² of HA and DH
- ▶ Mobile registration counters²
- ▶ Private HCPs providing healthcare to the child
- ▶ eHR RO

¹ Identity verification is an important privacy protection measure which authenticates an applicant's identity to start sharing the child's eHRs in eHealth

² For details, please refer to p.16

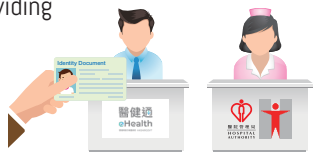
Aged Under 16 (Child) (Application by SDM)



In Person

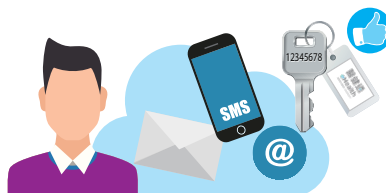
Bring your and the child's identity documents (p.11) to the following locations together with the child for registration:

- ▶ eHR RCs¹ of HA, DH or private HCPs providing healthcare to the child
- ▶ Mobile registration counters¹
- ▶ eHR RO



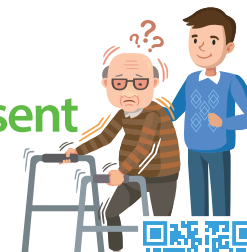
Successful Registration

- ▶ You will receive a notification with an 8-digit Access Key for managing the child's sharing consent (p.12) via your selected communication means (SMS/ email/ post)
- ▶ The child's health records within the eHealth sharable scope would normally be shared to the system in around 30 minutes



¹ For details, please refer to p.16

Aged 16 or Above Who is Incapable of Giving Own Consent (Application by SDM)



Online Submission

Applicable to the person's family member or a person residing with him/ her

Step 1 Application

Complete and submit online form at the eHealth website

Step 2 Identity Verification

Bring your and the person's identity documents (p.11) to the following locations for identity verification¹:

- ▶ eHR RCs² of HA and DH
- ▶ Mobile registration counters²
- ▶ Private HCPs providing healthcare to the person
- ▶ eHR RO

You can also use "iAM Smart" "e-ME" to fill in your and his/ her personal information to complete registration and verify identity at the same time.



In Writing

Step 1 Application

Complete the **Registration Consent Form** (available at the eHealth website) and submit to the eHR RO by one of the following channels:

- ▶ fax (3467 6099)
- ▶ post (Address: Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)



Step 2 Identity Verification

Bring your and the person's identity documents (p.11) to the following locations for identity verification¹:

- ▶ eHR RCs² of HA and DH
- ▶ Mobile registration counters²
- ▶ Private HCPs providing healthcare to the person
- ▶ eHR RO



¹ Identity verification is an important privacy protection measure which authenticates an applicant's identity to start sharing the person's eHRs in eHealth

² For details, please refer to p.16

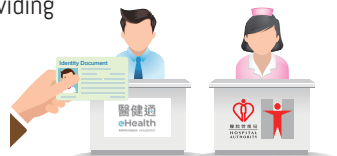
Aged 16 or Above Who is Incapable of Giving Own Consent (Application by SDM)



In Person

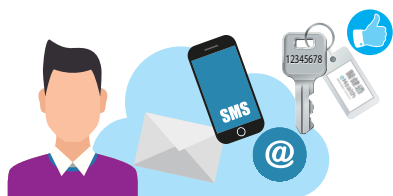
Bring your and the person's identity documents (p.11) to the following locations together with the person for registration:

- ▶ eHR **RCs**¹ of HA, DH or private HCPs providing healthcare to the person
- ▶ Mobile registration counters¹
- ▶ eHR RO



Successful Registration

- ▶ You will receive a notification with an 8-digit Access Key for managing the person's sharing consent (p. 12) via your selected communication means (SMS/ email/ post)
- ▶ The person's health records within the eHealth sharable scope would normally be shared to the system in around 30 minutes



List of Eligible Supporting Documents for Registration

Identity Documents

- ▶ Hong Kong Identity Card (HKIC)¹
- ▶ Adoption Certificate
- ▶ Hong Kong Birth Certificate
- ▶ Certificate of Exemption
- ▶ Travel documents
(such as documents issued by the People's Republic of China or other countries/ regions)
- ▶ One-way Permit
- ▶ Two-way Permit
- ▶ Recognizance
- ▶ Macao Identity Card
- ▶ Re-entry Permit²
- ▶ Document of Identity for Visa Purposes²
- ▶ Consular Corps Identity Card



Other Required Documents

(Applicable to application submitted by SDM)

If you are an SDM applying for and on behalf of a child or another person in the following capacity, please also bring other required document:

SDM	Document Required
Guardian	Guardianship order
Person appointed by the court	Court order
Director of Social Welfare or any other person as guardian under Mental Health Ordinance (Cap. 136)	Court order (Director of Social Welfare)
HCP	Letter of Declaration for HCP acting as SDM of healthcare recipient with organisation chop (available at the eHealth website)



¹ For details, please refer to p.16

¹ Holders of HKIC cannot use other documents such as passports for eHealth registration

² For children aged under 12 who do not have HKIC or Hong Kong Birth Certificates only

Giving Sharing Consent to HCPs (except HA & DH)

HCPs can access your medical records in eHealth only with your sharing consent. You can manage your sharing consents (including give, update or revoke a sharing consent) to any HCPs¹ at any time.



Two Options of Sharing Consent

Indefinite

Valid without time limit, until revocation by the patient, or the patient's eHealth registration is withdrawn or cancelled



One-year

Valid for one year from the date of consent provision, until revocation by the patient, or the patient's eHealth registration is withdrawn or cancelled



¹ Managing sharing consent is not applicable to HA and DH. After joining eHealth as a participating patient, you are taken to have given sharing consent to HA and DH

How to Manage Sharing Consent?



Via Online Registration

You can give sharing consent to up to three participating HCP (except HA and DH)¹ when registering with eHealth online.



eHealth App

You can view and manage your sharing consent to one or multiple eHealth participating HCPs (except HA and DH)¹ via the eHealth App.



Via 24-hour Interactive Voice Response System (IVRS)² (3467 6300)

You can call the hotline and use your Access Key after identity authentication to manage your sharing consent to one or multiple eHealth participating HCPs. Input of HCP number (available under the HCP Register³ at the eHealth website) is required.



In Person

- ▶ When you visit an eHealth participating HCP for healthcare, you can use your Access Key after identity authentication, or HKIC (Smart ID), or complete the **Sharing Consent Form** (available at the eHealth website) to manage sharing consent to that HCP
- ▶ You can also visit any eHR **RC**³ in HA or DH, or the eHR **RO** to manage your sharing consent to one or multiple eHealth participating HCPs



By Calling the HCP

You can call your eHealth participating HCP and authorise the registration staff to manage your sharing consent for that HCP using your Access Key after identity authentication



¹ After joining eHealth, you are taken to have given sharing consent to HA and DH

² This method is also applicable to persons registered by the following types of SDM: parent, family member or a person residing with him/ her

³ For details, please refer to p.16

In Writing

You can manage your sharing consent to one or multiple eHealth participating HCPs by completing and submitting the **Sharing Consent Form** (available at the eHealth website) to the eHR RO by one of the following channels:

- ▶ fax (3467 6099)
- ▶ post (Address: Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)



Fax



Post



Receive Notification

You will receive a notification via your selected communication means (SMS/ email/ post) to confirm successful management of a sharing consent



What if I Have Lost My Access Key?

You can regenerate your Access Key via:

- ▶ 24-hour IVRS (3467 6300)
- ▶ the HCP providing healthcare to you
- ▶ eHealth App



How to Get a Copy of My Personal Data?

According to the Personal Data (Privacy) Ordinance (Cap. 486), you have the right of access and correction of the personal data in eHealth.

Application

To apply, complete the **Data Access Request (DAR) Form** or the **Data Correction Request (DCR) Form** (available at the eHealth website) and submit to the eHR RO by one of the following channels:



DAR



DCR

- ▶ fax (3467 6099)
- ▶ post (Address: Electronic Health Record Registration Office
Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)
- ▶ In-Person (Address as above)
- ▶ eHealth App



Complete Form



Fax



Post



eHealth App

DAR Report¹

Different formats (USB thumb drive, DVD or paper printing) of DAR reports are available for selection. Please specify in the DAR form.



¹ A non-excessive fee will be charged for handling your DAR

How Can I Find eHealth HCPs or RCs?

eHealth Participating HCPs

- ▶ Identify participating HCPs by the eHealth logo displayed at their premises
- ▶ Search via the HCP Register at the eHealth website



eHR RCs

- ▶ Full list
https://www.ehealth.gov.hk/en/ehrss/healthcare_provider_list/ehr_rc_all.html
- ▶ HA and DH
https://www.ehealth.gov.hk/en/ehrss/healthcare_provider_list/ehr_rc_dh_ha.html
- ▶ Private hospitals
https://www.ehealth.gov.hk/en/ehrss/healthcare_provider_list/ehr_rc_ph.html



Mobile Registration Counters



Mobile
Registration
Counters



Locate counters of mobile registration teams at the eHealth website

How to Withdraw My eHealth Registration?

You can withdraw from eHealth at any time. Once effective, you will receive a confirmation notification via your selected communication means (SMS/ email/ post) and your eHRs cannot be viewed or uploaded by any HCPs.

In Person

Bring your identity document (p.11) to the following locations:

- ▶ eHR RCs¹ of HA, DH or private HCPs providing healthcare to you
- ▶ eHR RO

In Writing

Complete and submit the **Withdrawal Consent Form** (available at the eHealth website) to the eHR RO by one of the following channels:

- ▶ fax (3467 6099)
- ▶ post (Address: Electronic Health Record Registration Office
Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street,
Kowloon Bay, Hong Kong)



Fax



Post

¹ For details, please refer to p.16

Contact Information



Electronic Health Record Registration Office

Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street
Kowloon Bay, Hong Kong



3467 6300



3467 6099



www.ehealth.gov.hk



ehr@ehealth.gov.hk



Electronic Health Record Sharing System



[@electronic_health_record](https://www.instagram.com/electronic_health_record)



The content of this booklet is subject to updates published by the Electronic Health Record Office from time to time. The latest version of the booklet published at the eHealth website (www.ehealth.gov.hk) shall prevail if there is any discrepancy between the website version and printed version.



Health Bureau

The Government of the Hong Kong Special Administrative Region
of the People's Republic of China