



# **eHR Participation for Healthcare Providers and Patients**

**Seminar on Unveiling of Hong Kong eHealth Record –  
New Era in Healthcare**

Electronic Health Record Registration Office

9 March 2016

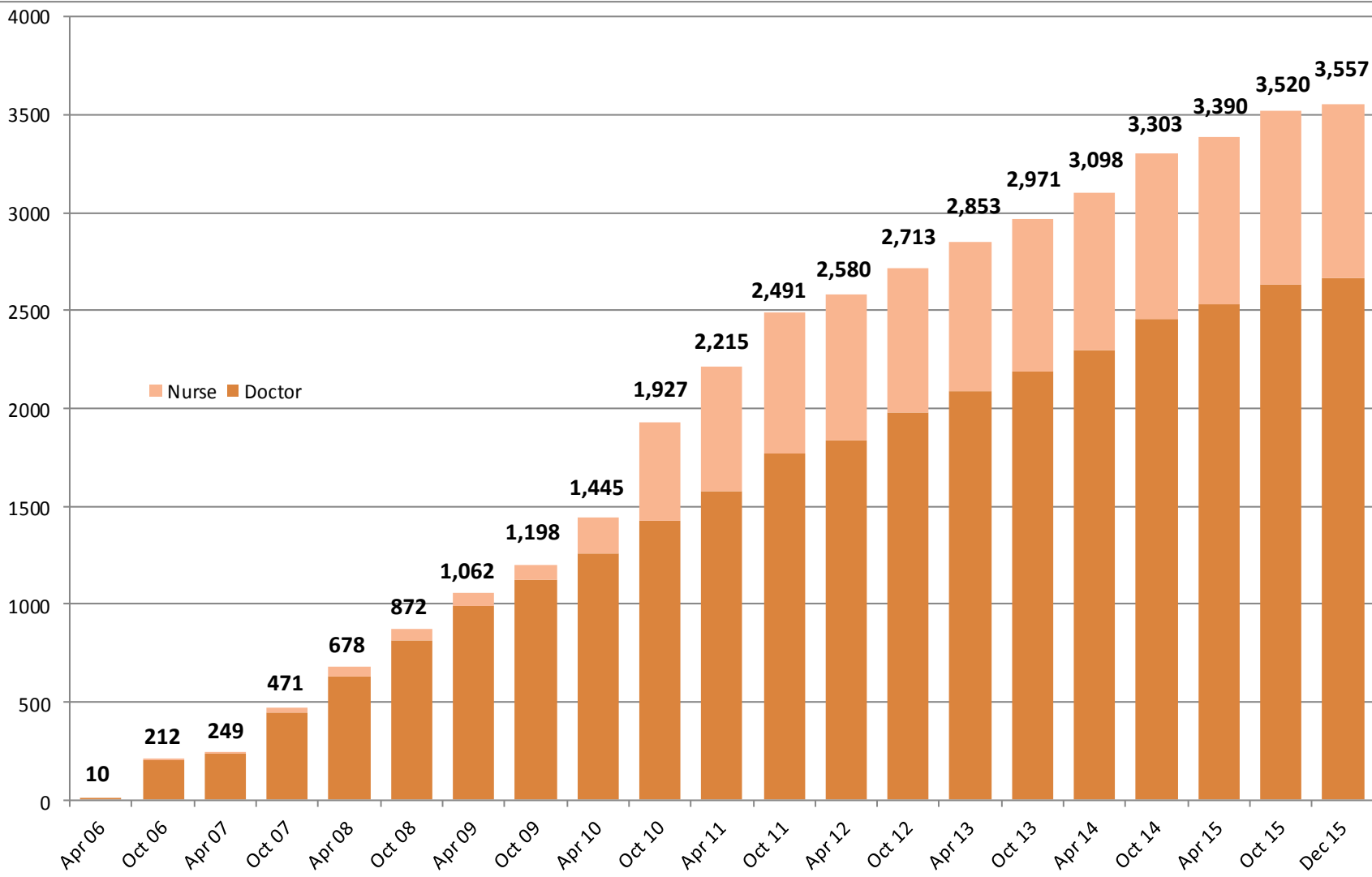
# Agenda

1. Background of eHRSS
2. Key Concepts
3. Healthcare Provider (HCP) Participation in eHRSS
4. Patient Registration in eHRSS
5. Publicity for eHRSS Launch
6. Electronic Health Record (eHR)Registration Office

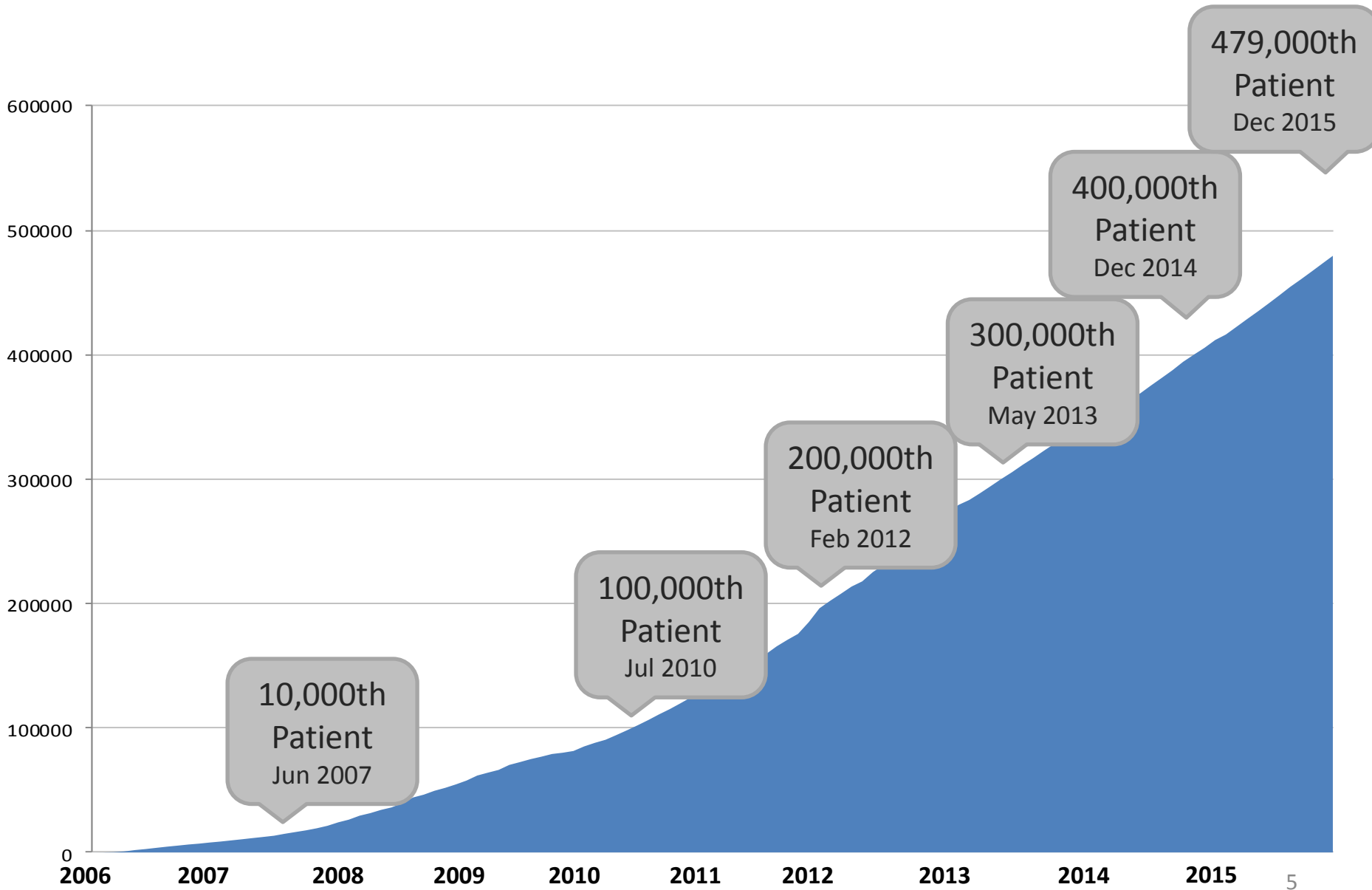


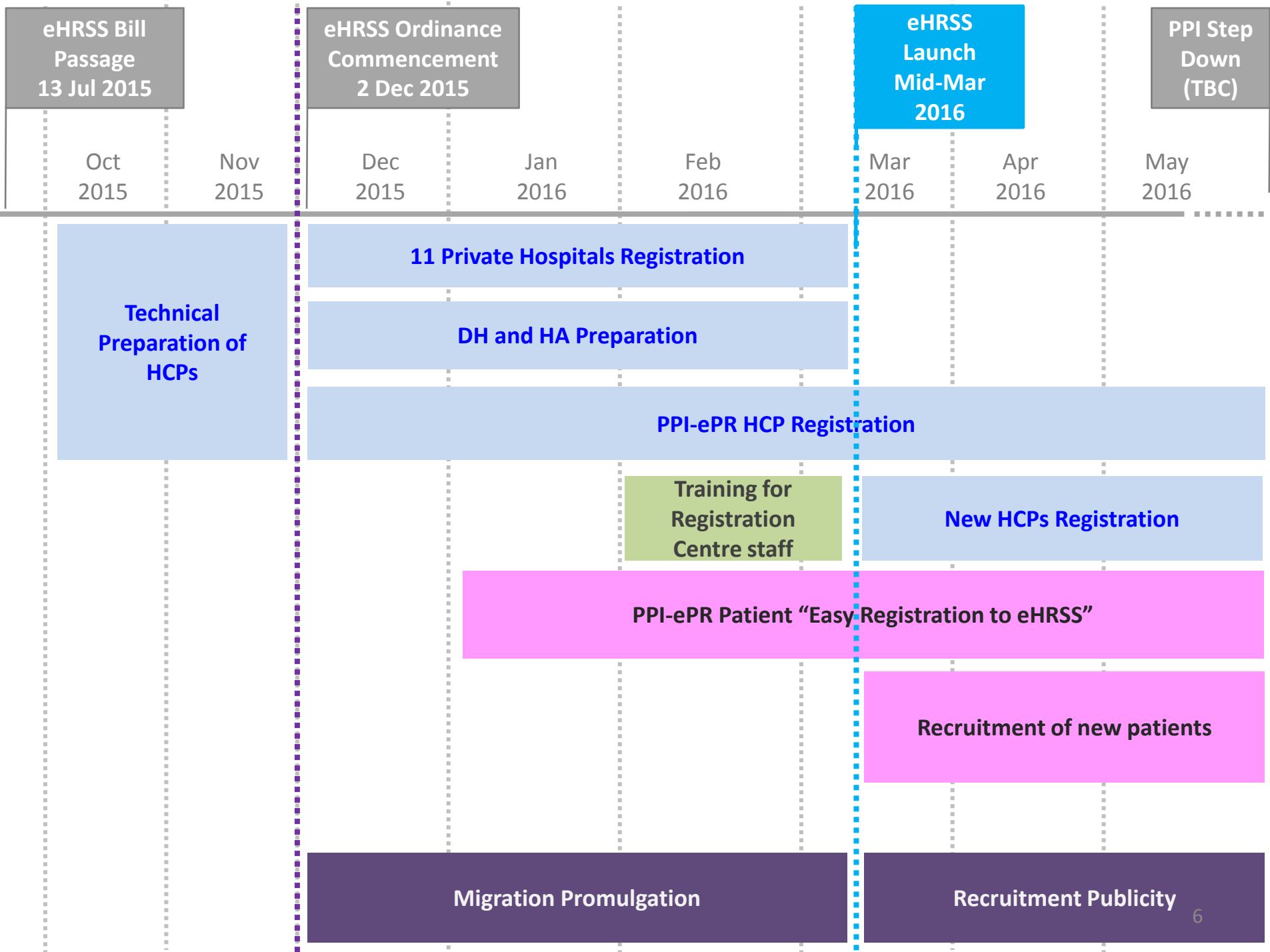
# Background of eHRSS

# No. of PPI-ePR Healthcare Professionals Enrolled



# No. of PPI-ePR Patients Enrolled







# Key Concepts

# Principles of Participation

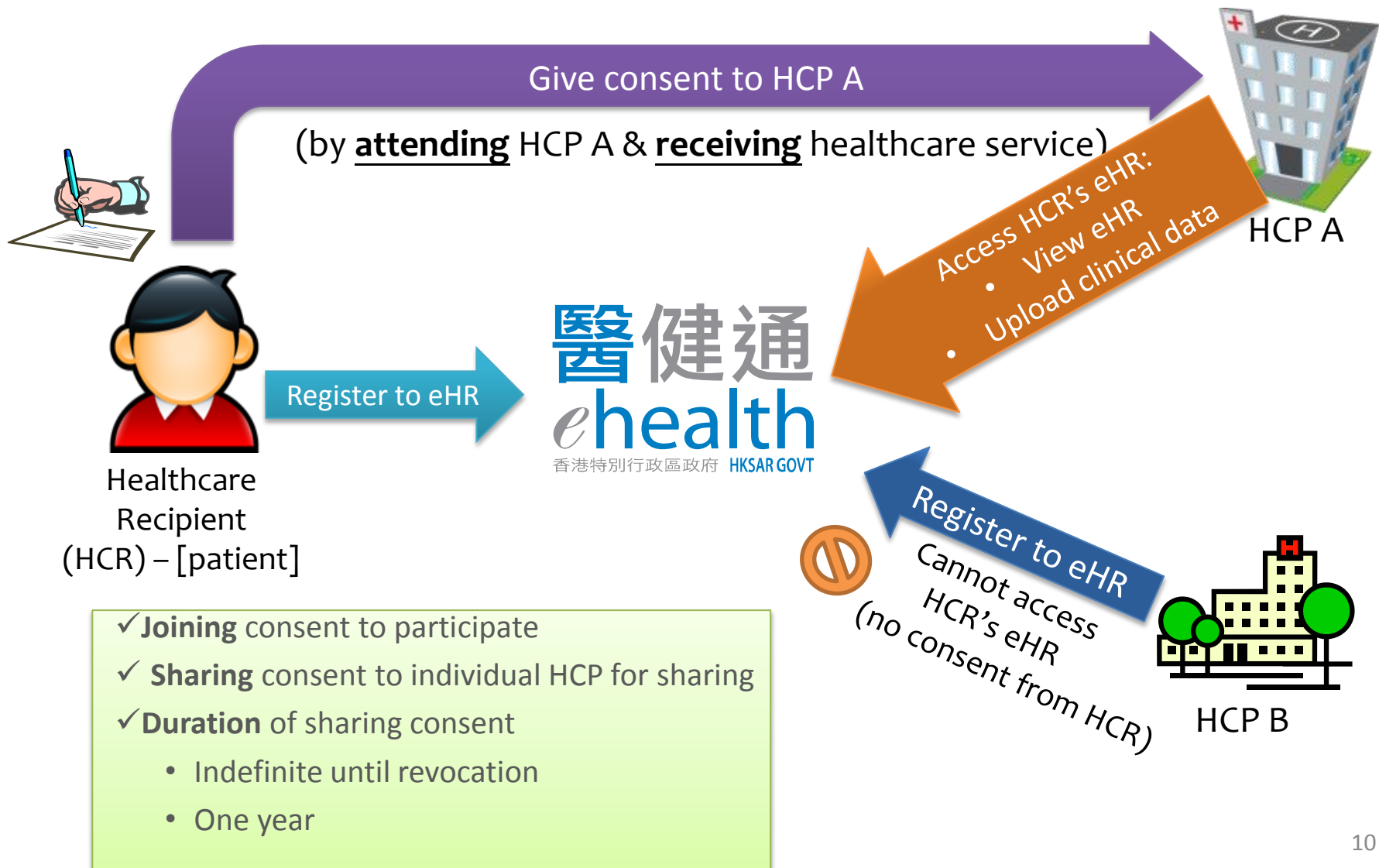
<b>Record Sharing</b>	<ul style="list-style-type: none"><li>• <b>Two-way</b> sharing (public &amp; private)</li></ul>
<b>Joining consent</b> (參與同意)	<ul style="list-style-type: none"><li>• <b>Voluntary to join</b> (Opt-in)</li></ul>
<b>Sharing consent</b> (互通同意)	<ul style="list-style-type: none"><li>• <b>Agree to share (upload and access)</b> with individual HCP</li><li>• <b>Duration</b> (Indefinite or One-year)</li></ul>
<b>Withdraw</b>	<b>Any time</b>
<b>Use of eHR</b>	<ul style="list-style-type: none"><li>• <b>Need-to-know</b> (有需要知道)</li><li>• <b>Patient-under-care</b> (病人正接受其護理)</li><li>• <b>Continuity of patient care</b></li></ul>



# Privacy, Security, Legislation

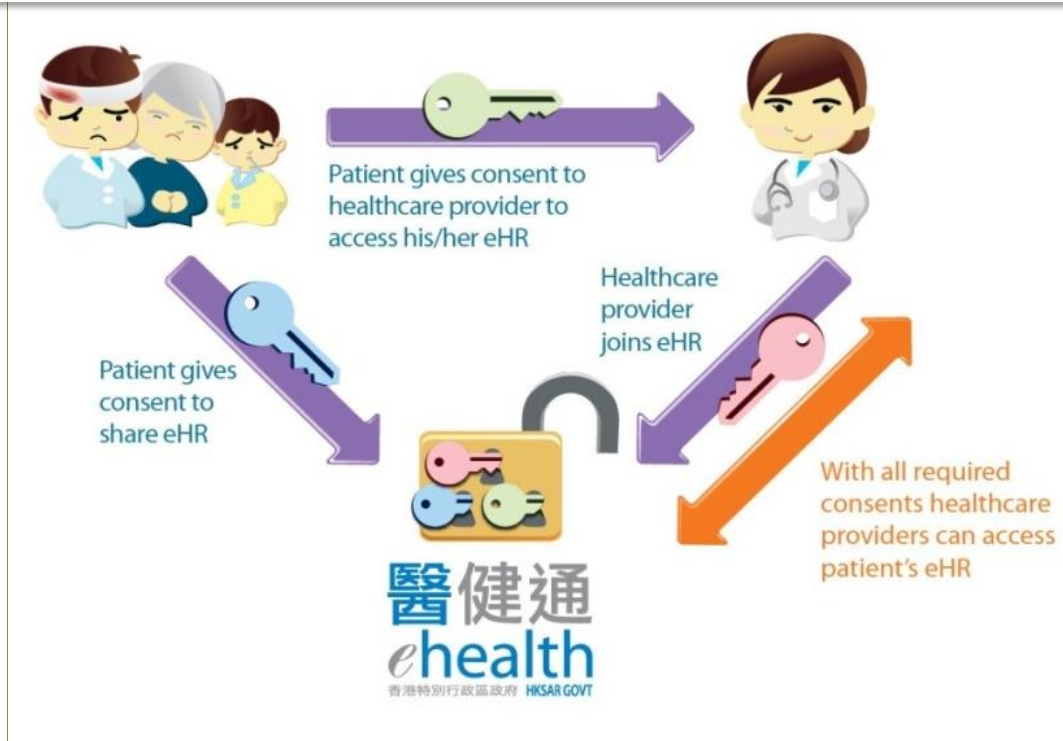
Role-based access	<ul style="list-style-type: none"><li>• <b>13 Healthcare Professions</b></li><li>• <b>Admin staff</b> (no clinical data access)</li></ul>
Controlled access by healthcare professional	<ul style="list-style-type: none"><li>• System check on <b>professional registration status</b></li></ul>
Data download	<ul style="list-style-type: none"><li>• Personal Particulars</li><li>• Allergy / Adverse Drug Reaction</li></ul>
Communication means	<ul style="list-style-type: none"><li>• SMS, email, postal</li></ul>
Sharable content	<ul style="list-style-type: none"><li>• “Sharable scope” of data</li></ul>

# Joining and Sharing Consent



# Access to Record

## Consent to join and share



SMS notification to patient for access to record





# HCP Participation in eHRSS

# HCP Registration to eHRSS

## Preparation

1. Complete a registration form
2. Prepare supporting documents
3. Read the following documents at eHRSS website:
  - (a) Conditions of Registration of HCP in eHRSS
  - (b) Code of Practice for Using Electronic Health Record for Healthcare

## Submission to eHR Registration Office

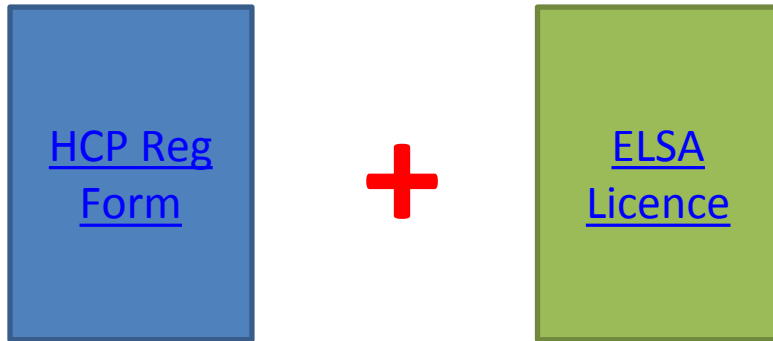
## Successful Registration

HCP will receive:

1. A notification letter
2. eHRSS label for display at HCP's premises to indicate eHRSS participation
3. Security tokens for HCPProf to access the eHRSS
4. Hong Kong identity card reader for patient registration
5. Technical advice on eHRSS connection

# HCP Registration Document

- ▶ One Single Location Providing Healthcare Service

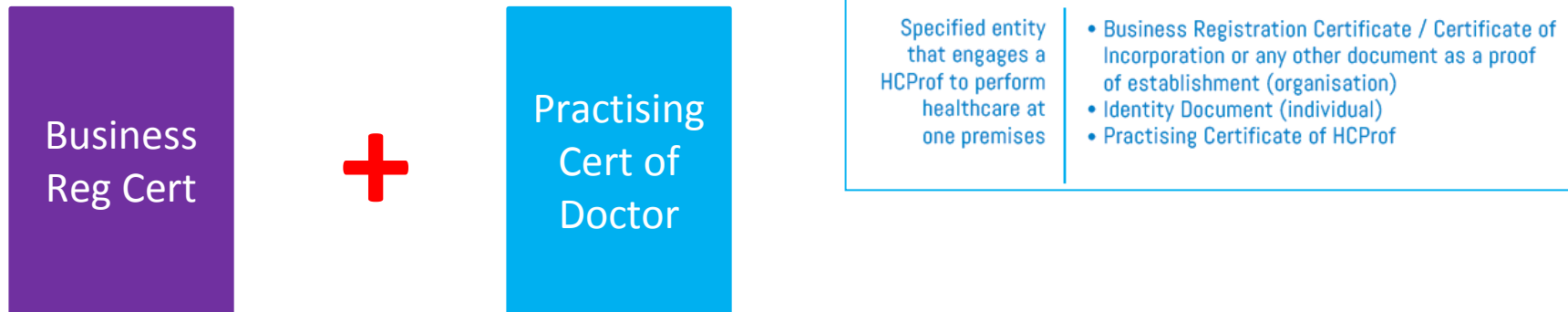


- ▶ More than One Location Providing Healthcare Service



# HCP Supporting Document

## ► Solo Practice Owned by Individual



## ► Solo Practice Owned by a Company



# HCP Supporting Document

## ► Other Settings

Private Hospital	<ul style="list-style-type: none"><li>• Certificate of Registration of Private Hospital</li></ul>
Nursing Home	<ul style="list-style-type: none"><li>• Certificate of Registration of Nursing Home</li></ul>
Medical Clinic	<ul style="list-style-type: none"><li>• Certificate of Registration of Medical Clinic</li></ul>
Dental Company	<ul style="list-style-type: none"><li>• Acknowledgement Letter issued by the Department of Health in receipt of "Particulars of Directors or Managers or Persons who perform dental operations"</li></ul>
Residential Care Homes (Elderly Persons)	<ul style="list-style-type: none"><li>• Licence of Residential Care Home for the Elderly</li><li>• Practising Certificate of HCProf</li></ul>
Residential Care Homes (Persons with Disabilities)	<ul style="list-style-type: none"><li>• Licence of Residential Care Home for Persons with Disabilities / Certificate of Exemption of Residential Care Home for Persons with Disabilities</li><li>• Practising Certificate of HCProf</li></ul>



Chapter:	625	Electronic Health Record Sharing System Ordinance	Gazette Number	Version Date
		Long Title	L.N. 197 of 2015	02/12/2015

An Ordinance to provide for the establishment of the Electronic Health Record Sharing System, the sharing and using of data and information contained in the System, and the protection of the System, data and information; and to provide for incidental and related matters.

[The Ordinance other than the following provisions-	}	
section 3(3)(e)	}	
paragraphs (g) and (h) of the definition of	}	
<i>relevant time</i> in section 3(5)	}	
Division 4 of Part 2	}	
section 29	}	
Divisions 2 and 3 of Part 3	}	2 December 2015 <i>L.N. 197 of 2015</i> ]
section 46	}	
section 49(1)(g)	}	
Division 2 of Part 6	}	
section 58(c)	}	

(Enacting provision omitted—E.R. 3 of 2015)

(Originally 15 of 2015)

Part:	1	Preliminary	L.N. 197 of 2015	02/12/2015
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Section:	1	Short title and commencement	L.N. 197 of 2015	02/12/2015
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- (1) This Ordinance may be cited as the Electronic Health Record Sharing System Ordinance.
- (2) This Ordinance comes into operation on a day to be appointed by the Secretary for Food and Health by notice published in the Gazette.

Section:	2	Interpretation	L.N. 197 of 2015	02/12/2015
----------	---	----------------	------------------	------------

- (1) In this Ordinance—
- Board** (研委會) means the board established under section 54 with the name “Electronic Health Record Research Board”;
- Commissioner** (專員) means the public officer appointed under section 48 to be the Commissioner for the Electronic Health Record;
- company** (公司) means a company as defined by section 2(1) of the Companies Ordinance (Cap 622);
- consent** (同意), in relation to an individual, means an express consent of the individual;
- data access request** (查閱資料要求) has the meaning given by section 2(1) of the Privacy Ordinance;
- data correction request** (改正資料要求) has the meaning given by section 2(1) of the Privacy Ordinance;
- data sharing** (資料互通) means the act of providing or obtaining any sharable data of a registered healthcare recipient through the System;
- electronic health record** (電子健康紀錄)—
- (a) in relation to a registered healthcare recipient, means the record for the recipient that is kept under section 5(2); and



## Code of Practice for Using Electronic Health Record for Healthcare

[Document Reference No. G80]  
[V1.0]

**Effective Date: 02 Dec 2015**

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# Participation Pamphlet and FAQ

## What is an Electronic Health Record (eHR)?

An electronic health record (eHR) refers to a record in electronic format containing health-related data of an individual, stored and retrievable by healthcare professionals (HCP) for healthcare purposes.

Countries around the world are implementing different systems of eHR. Following the commencement of the eHRSS Bill on 2 December 2015, Hong Kong's **Electronic Health Record Sharing System (eHRSS)** will be launched in 1Q 2016.

By maintaining a comprehensive online clinical record of patients



eHRSS will provide timely access to patients' health information



To facilitate improved patient care

## Why should I participate in eHRSS?

The patient journey often involves both public and private healthcare services. This is reflected by the popularity and utilisation of the Public-Private Interface - Electronic Patient Record Sharing Pilot Project (PPI-ePR), which allowed private doctors to securely access the Hospital Authority (HA) Electronic Patient Record (ePR) records via a web-based portal.

As of October 2015, there are more than 2,600 private HCPs and 460,000 patients enrolled into the PPI-ePR, with an average of over 200,000 accesses made each year by private healthcare providers (HCP) to view the clinical records of HA.

eHRSS is an advancement from PPI-ePR by enabling two-way sharing of health records contributed by both public and private sectors. Collaborative patient-centred care can be provided in a more efficient and seamless manner.

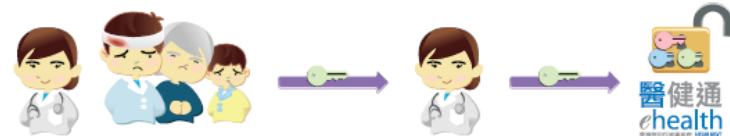
## What are the benefits of eHRSS?

eHRSS provides a sharing platform for patients' health records to be shared among HCPs to improve safety and efficiency of clinical care. It also enhances quality and continuity of care by improving communication and sharing of health information.

## How does it work?

The participation of eHRSS is voluntary for both HCP and patient. eHR sharing is based on the patient's expressed and informed consent and participation in eHRSS is on a voluntary basis.

Only if the HCP has joined eHRSS, with all required consents given by the patient, the HCPs of the HCPs may access patient's eHR.



1 HCP & patient join eHR

2 Patient gives consent to HCP to access his / her record

3 HCP can access and contribute to patient's eHR

# Easy Steps for Participation

1. Registered as a healthcare provider
  - ✓ e.g. “Dr A’s Clinic”
2. Create authorised user account(s) in eHRSS
  - ✓ e.g. Dr A, Dr B and Nurse C
3. Technical set up
  - ✓ Computer, internet, “certification software” - ELSA
4. Respond to invitation (Dec 2015 -)
  1. PPP participating doctors
  2. PPI-ePR participating doctors
5. New healthcare provider registration (Mar 2016 -)

**Registration to Electronic Health Record Sharing System  
for PPI-ePR Healthcare Provider**

Dear

Thank you for your support to the Public-Private Interface Electronic Patient Record Sharing Pilot Project (“PPI-ePR”), a pilot project for developing the HKSAR Government’s Electronic Health Record Sharing System (“eHRSS”). Since its launch in April 2006, the PPI-ePR has been well received by patients, healthcare providers (HCPs) as well as the community.

We are pleased to inform you that the eHRSS will be launched in the first quarter of 2016. It will serve as a platform for public and participating private HCPs to share the electronic health record of patients under their care who have voluntarily joined the system. Our aim is to bring about enhancement in overall efficiency in patient care such as through better access of data by HCPs and minimising duplicate investigations. PPI-ePR will later cease operation after the launch of eHRSS.

To continue to benefit from the new sharing platform, you / your organisation are cordially invited to register to eHRSS. Please complete and return the following documents to the eHR Registration Office:

1. Registration Form for HCP (original copy) and required supporting documents<sup>1</sup> (photocopy)
2. Healthcare Service Location Information for each healthcare service location joining eHRSS (for HCP having more than one healthcare service location)
3. Licence for Use of Encapsulated Linkage Security Application (“ELSA”) and Hong Kong Clinical Terminology Table (“HKCTT”) [if applicable]<sup>2</sup> (duplicate original copies)

Joining eHRSS is entirely voluntary and registration is on HCP basis<sup>3</sup>. HCP employing more than one healthcare professional is only required to make one single application to register as an HCP to provide eHRSS access to its healthcare professionals. To facilitate your understanding of eHRSS and the registration procedures, we enclose the following documents for your reference:

1. Guide for HCP Registration in eHRSS
2. Conditions of Registration of HCP in eHRSS
3. Code of Practice for Using eHR for Healthcare
4. Easy Participation (FAQ) for Healthcare Professionals in eHRSS

For enquiries related to eHRSS registration, please contact the Electronic Health Record Registration Office. You will receive notification from us upon successful completion of the processing of registration.

Electronic Health Record Registration Office

Telephone: 3467 6230

Fax: 3467 6099

Email: [ehr@ehealth.gov.hk](mailto:ehr@ehealth.gov.hk)

Website: <http://www.ehealth.gov.hk>

Address: Unit 1193, 11/F, Kowloonbay International Trade & Exhibition Centre, 1 Trademart Drive,  
Kowloon Bay, Hong Kong

We look forward to your support and participation in eHRSS.

Best regards,

PPI-ePR Programme Office  
Hospital Authority

# Successful Registration

1. Notification Letter
2. eHRSS Label / Publicity Posters / Booklet
3. Security Token
  - same as PPI-ePR, no need to have new tokens for existing PPI-ePR users
4. HKID Reader (Free)
5. ELSA Software



## ELSA can be installed by-

1. HCP themselves
2. IT Vendor of HCP
3. Onsite Support by eHR Office
  - Installation Guide
  - Support Hotline



# HCPs to Perform “Sharing Consent & Activation” for Patients

## 1. Smart IC

- \* insert to a card reading device for giving consent

Card Reader  
provided by eHRC



## 2. Written consent

- \* complete and sign the form



## 3. One-time Password (OTP)

- \* generated by eHRSS and sent to patient's mobile phone





# Patient Registration in eHRSS





# **“Easy Registration to eHRSS” for PPI-ePR Participants**



# 簡易登記 電子健康紀錄互通系統

Easy Registration to  
Electronic Health Record Sharing System



公私營醫療合作 -  
醫療病歷互聯試驗計劃  
Public-Private Interface -  
Electronic Patient Record  
Sharing Pilot Project (PPI-ePR)

電子健康紀錄互通系統  
Electronic Health Record  
Sharing System (eHRSS)

受邀請之 醫療病歷互聯試驗計劃 參與者將會收到  
簡易登記 電子健康紀錄互通系統 之邀請信  
Invited PPI-ePR participants will receive the invitation letter  
of easy registration to eHRSS

簡易登記熱線  
Easy Registration Hotline 3467 6220

只供受邀請之 醫療病歷互聯試驗計劃 參與者  
For invited PPI-ePR participants only



參與醫療病歷互聯試驗計劃的參與者，  
您會收到：



參考號碼 000002

## 1. 附有參考號碼的邀請信



安全驗證碼 ABC-123456

## 2. 安全驗證碼會透過短訊形式 傳送到您的手機號碼

## 方法 1

01

登入  
簡易登記網站

ppimig.ha.org.hk



02

輸入參考號碼及安全驗證碼完成登記



參考號碼 000002



安全驗證碼 ABC-123456



成功登記



## 方法 2

致電  
簡易登記熱線

電話: 3467 6220



或

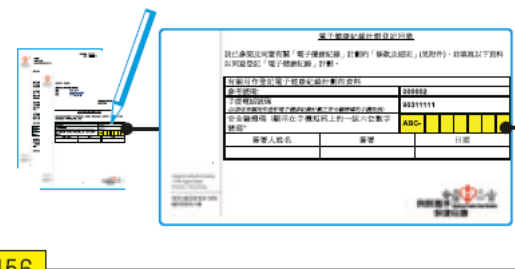
## 方法 3

01

在登記回條填寫安全驗證碼及簽署



安全驗證碼 ABC-123456



02

以傳真或商業回郵信封郵寄遞交填妥的登記回條

傳真: 2194 0666



或



成功登記





# **“New” Patient Registration to eHRSS**

# 參與同意

JOINING CONSENT



免費、自願參與

Free and voluntary registration

可互通衛生署及醫院管理局病歷

Medical records of Department of Health and  
Hospital Authority can be shared

# 互通同意

SHARING CONSENT



病人授權

可互通病歷之醫護提供者

Patients give consent to healthcare  
providers in sharing their medical records

# New Patient Registration



## Registration Channels

- ☒ Registration in person at eHR Registration Centres
- ☒ Online registration at eHRSS website
- ☒ Postal mail
- ☒ Fax
- ☒ Drop-in box of eHR Registration Office

## eHR Registration Centres



- Around 20 Hospital Authority (HA) hospitals
- Around 20 Department of Health (DH) clinics
- Private hospitals and some others healthcare providers (HCP)
- Please refer to eHRSS website for the address

# Guide for Patient Registration

## Guide for Healthcare Recipient Registration

Electronic Health Record Sharing System



## Registration Workflow (In-person)

Approach eHR Registration Centre and read Participant Information Notice



Insert Hong Kong Identity Card (HKIC) into card reader / Provide other identity documents



Provide contact and other details



Sign the consent form



Receive confirmation letter / message



# Registration Workflow (Not-in-person)



(Registration form is available at eHRSS website [www.ehealth.gov.hk](http://www.ehealth.gov.hk))

# Participant Information Notice

- Background of eHRSS
- Joining & Sharing Consent
- What to know about eHRSS
  - Protection
  - Sharable Data ....
- Registration/ de-registration
- Use of HKIC to give consent
- Other matters
  - How to appeal
  - Limitation of eHRC Responsibility
  - Further enquiries...

The image displays two informational materials. The top material is a 'Participant Information Notice' with a blue header. It includes a section titled 'Background – What is Electronic Health Record?' which explains that the Electronic Health Record (eHR) contains personal and health-related information accessible by healthcare providers (HCPs) through the Electronic Health Record Sharing System (eHRSS). It also states that any person, including minors or those lacking mental capacity, can apply to join eHRSS. The bottom material is a poster for the 'Electronic Health Record Sharing System' (醫健通 ehealth). The poster features a central logo with the text '醫健通 ehealth' and '香港特別行政區政府 HKSAR GOVT'. Surrounding the logo are various icons representing different healthcare services. Below the logo, there are several callouts highlighting key features: 'Secure system Privacy protected', 'Voluntary and free registration', 'More comprehensive and lifelong health records', 'Instant access to record', and 'Reduce errors and repeated tests'. A red circular badge in the bottom left corner says 'Welcome to Join'. At the bottom, it lists the 'Food and Health Bureau' logo, the website 'www.ehealth.gov.hk', and the phone number '3467 6300'.

**Participant Information Notice**

**Background – What is Electronic Health Record?**

Electronic Health Record contains a person's personal and health-related information. With the person's consent, healthcare providers (HCPs) in public and private sectors may access the person's health-related data for healthcare purposes through an electronic platform called the Electronic Health Record Sharing System (eHRSS). This aims to enable more timely treatment and diagnosis, and reduce duplicative diagnostic tests.

Any person, for whom healthcare has been performed, is performed or is likely to be performed (i.e. a healthcare recipient (HCR)) can apply to join eHRSS. If the HCR is a minor or lacks the required mental capacity to join eHRSS, a parent or guardian can apply on behalf of the HCR to join eHRSS.

**Electronic Health Record Sharing System**

**醫健通 ehealth**  
香港特別行政區政府 HKSAR GOVT

Secure system  
Privacy protected

Voluntary and  
free registration

More comprehensive  
and lifelong  
health records

Instant access  
to record

Reduce errors and  
repeated tests

Welcome to Join

Food and Health Bureau

[www.ehealth.gov.hk](http://www.ehealth.gov.hk)  
3467 6300



# Substitute Decision Maker (SDM) 「代決人」

Who need a SDM?

1. Minor under 16
2. Mentally incapacitated as defined by Mental Health Ordinance
3. Incapable of managing his/her own affairs
4. Incapable of giving consent for eHRSS registration at relevant time

# Eligible SDM

Eligible SDM for HCR <u>Below 16</u>	Eligible SDM for HCR <u>16 or above</u> and is incapable of giving the person's own consent
<ul style="list-style-type: none"> <li>(a) the person's <b>parent</b>;</li> <li>(b) the person's <b>guardian</b><sup>1</sup>;</li> <li>(c) <b>person appointed by court</b> to manage the person's affairs;</li> <li>(d) if there is no one in (a)-(c), the person's <b>family member</b> or a <b>person residing with him</b>;</li> <li>(e) if there is no one in (a)-(d), a prescribed <b>HCP</b> who provides or is about to provide healthcare to him.</li> </ul>	<ul style="list-style-type: none"> <li>(a) the person's <b>guardian</b><sup>2</sup>;</li> <li>(b) the <b>Director of Social Welfare</b> or any other person as guardian under MHO<sup>3</sup>;</li> <li>(c) a <b>person appointed by court</b> to manage the person's affairs;</li> <li>(d) if there is no one in (a)-(c), the person's <b>family member</b>; or a <b>person residing with him</b>; or</li> <li>(e) if there is no one in (a)-(d), a prescribed <b>HCP</b> who provides or is about to provide healthcare to the person.</li> </ul>

<sup>1</sup> Appointed under Guardianship of Minors Ordinance (Cap 13) or appointed by court

<sup>2</sup> Appointed under Mental Health Ordinance (Cap 136)

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

# Patient Registration and Access Notification



## Registration Notification

- Giving of joining consent and sharing consent
- Revoke sharing consent or withdraw from eHRSS
- Receipt of notification (mandatory)

## Access Notification

- Receive notification when record being accessed
- Choose not to receive access notification during registration



# Publicity for eHRSS Launch

# eHRSS Poster

# 電子健康紀錄互通系統

## Electronic Health Record Sharing System



系統安全  
保障私隱  
Secure system  
Privacy protected

自願登記  
費用全免  
Voluntary and  
free registration

更全面、終身紀錄  
More comprehensive  
and lifelong  
health records

減少失誤及重複檢驗  
Reduce errors and repeated tests

即時取覽紀錄  
Instant access  
to record

歡迎參加  
Welcome to Join



**食物及衛生局**  
**Food and Health Bureau**



[www.ehealth.gov.hk](http://www.ehealth.gov.hk)

3467 6300

# eHRSS Booklet

## Electronic Health Record Sharing System



Secure system  
Privacy protected

Voluntary and  
free registration

More comprehensive  
and lifelong  
health records

Reduce errors and  
repeated tests

Instant access  
to record

Welcome to Join



Food and Health Bureau



[www.ehealth.gov.hk](http://www.ehealth.gov.hk)



3467 6300

## Electronic Health Record Sharing System (eHRSS)



- eHR – record in secure electronic format containing health-related information of an individual
- Government-led, territory-wide and patient-oriented electronic sharing platform in Hong Kong
- Information technology platform for healthcare public-private partnership programmes
- Two-way sharing among public and private healthcare providers

# Publicity for eHRSS Launch

## TV APIs





# Publicity for eHRSS Launch

Promotional video







WHAT'S NEW

ABOUT eHR

eHR OFFICE

eHR DEVELOPMENT  
PROGRAMME

eHRSS  
ORDINANCE

INFORMATION  
STANDARDS

eHR SERVICE  
PROVIDER  
TRAINING SCHEME

PUBLICITY  
AND PROMOTION

eHR RELATED  
INFORMATION



Public-Private Interface -  
Electronic Patient Record  
Sharing Pilot Project  
(PPI-ePR)



## Introduction

The development of a territory-wide Electronic Health Record (eHR) Sharing System is one of the healthcare reform proposals put forward by the Government in 2008. The new system will provide an essential infrastructure for access and sharing of participating patients' health data by authorised healthcare providers in the public and private sectors. The objective is to enhance continuity of care, promote public/private sector collaboration and improve quality of healthcare delivery.

The full development of the eHR Sharing System is a 10-year, two-stage programme.

[more >](#)

## What's New

19-01-2016

**Easy Registration to  
Electronic Health Record  
Sharing System for PPI-  
ePR Participant**

02-12-2015

**Registration to eHRSS  
for PPI-ePR Healthcare  
Providers**

02-12-2015

**Appointment of  
Commissioner for the  
Electronic Health Record**

## FAQ

Registration to Electronic Health  
Record Sharing System for PPI-ePR  
Healthcare Providers

Easy Registration to Electronic Health  
Record Sharing System for  
PPI-ePR  
Participant



# eHR Registration Office

# eHR Registration Office





# eHR Registration Office Helpdesk / Enquiry Service (with 24-hour IVRS Service)



# eHR Registration Office

Contact Us:



Enquiry Hotline (Patients and Participants): 3467 6300



Enquiry Hotline (HCPs): 3467 6230



Email : [ehr@ehealth.gov.hk](mailto:ehr@ehealth.gov.hk)



Fax : 3467 6099



Website : <http://www.ehealth.gov.hk>



Address:

Electronic Health Record Registration Office

Unit 1193, 11/F, Kowloonbay International Trade & Exhibition Centre

1 Trademart Drive, Kowloon Bay

## Electronic Health Record Sharing System 電子健康紀錄互通系統

User Name  
用戶名稱



### Important Reminder

1. All eHR healthcare recipient information is strictly confidential
2. Use only for authorised purposes
3. All access to eHR Viewer is logged
4. Please logout immediately after use
5. Please ensure you have verified the content before you sign the computer printouts
6. Please change your password on a regular basis

### 重要提示

1. 病人資料必須保密
2. 只允許授權的操作
3. 所有對醫健通檢視系統的操作均會被記錄
4. 使用網站服務後，請立即登出系統
5. 簽署文件前，請先細心核對內容
6. 請定期更新用戶密碼

Thank You