

## Health Care Providers Q&A

### 1. What is MySaskHealthRecord?

MySaskHealthRecord is a secure website that enables Saskatchewan citizens to quickly and easily access their personal health information. Those who sign up will be able to access their information such as laboratory test results, medical imaging reports, and clinical visit history from across the province. All personal information in MySaskHealthRecord is stored securely and can only be accessed through a highly secure, personalized login.

### 2. Who can sign up?

To sign up for MySaskHealthRecord, you must:

- Be a Saskatchewan resident 18 years of age or older; AND
- Have an active Saskatchewan health card; AND
- Have a valid Saskatchewan Government Insurance (SGI) driver's licence or SGI photo ID card.

### 3. What are the benefits of MySaskHealthRecord?

- **Improved patient care:**  
Having key patient information available electronically allows health care providers to make more timely and informed decisions that benefit all patients, especially those who have recently changed doctors, moved within Saskatchewan, or need medical attention while traveling.
- **A smarter health care system for all:**  
The improved flow of vital patient information online will help transform Saskatchewan's overall health care system. Patients are the ultimate beneficiaries because MySaskHealthRecord allows them to be more engaged and responsible for their own health.
- **Patient expressed value:**  
Feedback received from patients during the Citizen Health Information Portal pilot found that having quick and easy access to their personal health information improved the management and understanding of their overall health, enhanced their relationship with their health care providers, helped them feel more involved in their own care and decision making and reduced stress.

### 4. What is in MySaskHealthRecord?

Each patient will have the ability to collect and track health information from a variety of data sources in their MySaskHealthRecord account. Each data source type will display as a distinct color to differentiate where the information came from. The three data source types are:

- **Provincial Health Data (Green)** – Clinical data as collected from facilities with information systems that share data to the provincial repository. This includes data for clinical visit history, laboratory test results, and medical imaging reports.

- Device Entered Data (Orange) – Patients can connect their personal health and fitness applications or devices, such as an activity tracker or blood glucose monitor, to sync and upload data into their MySaskHealthRecord.
- Self-Entered Data (Yellow) – Patients can manually enter in their own personal health information such as allergies, surgical history, emergency contacts, etc. for their own tracking purposes.

## 5. Where does the provincial health data come from?

- Clinical Visit History – Clinical visit information as provided by the registration systems (e.g. WinCIS, SER, etc.) used in health care facilities, with the majority being acute care facilities and hospitals. The clinical visits displayed include visits related to inpatient, outpatient, or emergency services, and will include the attending providers' name if available. Providers' notes regarding these visits will not be available, but patients are able to manually enter comments if desired. An example of the information displayed in MySaskHealthRecord is below:

### Clinical Visit History

Clinical visit information is provided by the registration systems that are used in health care facilities, with the majority being acute care facilities and hospitals. The clinical visits displayed can include visits related to inpatient, outpatient or emergency services.

**Data Source**

Provincial
  Self-Entered

Date Range

All ▼

Add New Item

Registration Type	Location	Provider	Admission Date	Discharge Date	Status	Comments
Inpatient	Yorkton Regional Health Centre		2019-06-04 2:39 PM		In Progress	<a href="#">Add Comment</a>   <a href="#">View</a>   <a href="#">Comments</a>
Outpatient	Victoria Hospital		2019-06-04 2:32 PM		Finished	<a href="#">Add Comment</a>   <a href="#">View</a>   <a href="#">Comments</a>
Emergency	Lloydminster Hospital		2019-05-31 3:29 PM	2019-05-31 5:08 PM	Finished	<a href="#">Add Comment</a>   <a href="#">View</a>   <a href="#">Comments</a>

- Laboratory Test Results – Finalized and/or amended general laboratory, blood bank, microbiology, and pathology information will be available as collected from Saskatchewan Health Authority laboratories and Roy Romanow Provincial Lab. Results will be displayed as collected from the source systems, including any reference ranges or notes, and may be in a PDF or attached document format. An example of the information displayed in MySaskHealthRecord is below:

### Laboratory Test Results

Laboratory results are provided by the Saskatchewan Health Authority lab information systems. The results displayed include general tests ordered by your health care provider.

**Data Source**

Provincial Self-Entered

**Date Range**

All

[Add New Item](#)

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**Date**  
2016-01-06 3:18 PM [Add Comment](#) [View Comments/Documents](#)

**Ordered by**  
STEWART, ROD

**Ferritin**

Test Name	Test Result	Reference Range	Notes
Ferritin	10,000 ug/L	10-200	

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**Date**  
2017-10-19 6:00 AM [Add Comment](#) [View Comments/Documents](#)

**Ordered by**  
LENNON, JOHN

**Urine; Culture**

- Medical Imaging Reports – Finalized and/or amended diagnostic reports as collected from the Saskatchewan Health Authority and select private radiology organizations. Medical imaging reports will be displayed as collected from the source systems in an attached document format, and will not include any images. An example of the information displayed in MySaskHealthRecord is below:

### Medical Imaging Reports

Medical Imaging reports are provided by the diagnostic imaging systems that are used in hospitals, primary care centers and private diagnostic imaging facilities.

**Data Source**

Provincial Self-Entered

**Date Range**

All

[Add New Item](#)

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Date	Provider	Exam Type	Comments/Related Info
2019-05-31 8:38 PM	Singh, Manmeet	DX Abdomen 1 View	<a href="#">Add Comment</a>   <a href="#">View Related Items</a>

- Immunization History (*Coming Soon*) - Provincial immunization data as collected from the Panorama source system.
- Prescription Fill History (*Coming Soon*) - Provincial prescription information as collected from the Pharmaceutical Information Program (PIP) database.

## 6. Will information in MySaskHealthRecord be presented in a way that patients can easily understand?

In order to ensure a user-friendly experience, MySaskHealthRecord features multiple tools to help patients better understand their results and other information.

- A brief description of each of the health information areas, such as clinical visit history, laboratory test results, and medical imaging reports.
- Color-coded data to identify where the information originated (provincially sourced, self-entered or uploaded from a device).
- Embedded hyperlinks to trusted information sites, such as HealthLine Online.

## 7. Will health care providers have an opportunity to view results before they are added to their patients' MySaskHealthRecord account?

As soon as a patient's results are available in the provincial repositories, that information will be available for providers in the Electronic Health Record Viewer (eHR Viewer), SCM, and/or EMRs as applicable, and, also when applicable, will be displayed in the patient's MySaskHealthRecord. Providers are encouraged to review the reference materials on the MySaskHealthRecord – Health Care Providers section at eHealthSask.ca for some suggested tips on conversations with patients accessing their results through MySaskHealthRecord.

Of note, MySaskHealthRecord includes disclaimers to indicate that a patient's provincial results may not be final and will require interpretation by their health care provider. Providers should continue their current best practices and standards for reviewing test results.

**8. Can patients view sensitive information/results in MySaskHealthRecord?**

The decision regarding patients' access to sensitive results was one that involved numerous discussions and engagement with various groups. These, for example, included lengthy discussions among providers in the Provider Advisory Committee about the potential impact and implications, reaching out to citizens through focus groups and surveys to learn the patient perspective on access to sensitive results, understanding technology and integration requirements, and learning what other jurisdictions have done. Through these consultations, the recommendation/request was that no built-in delay mechanism be added for potentially sensitive results and information. Therefore, a patient's results, including potentially sensitive ones, from the provincial repositories will be available to patients in MySaskHealthRecord without delay.

**9. Can patients modify or delete any of their information in MySaskHealthRecord?**

Patients cannot delete or modify any of the provincially sourced information. They can, however, modify or delete information that was entered themselves or uploaded from a device.

**10. Can patients give family members access to their MySaskHealthRecord account, or can patients view their family members' (child(ren), seniors, dependents, etc.) health information in MySaskHealthRecord?**

At this time, those who have a MySaskHealthRecord account can only access their own personal health information and are unable to share information or see others' information. However, eHealth is actively working to phase in the ability to share information with others, including family members in MySaskHealthRecord.

**11. Will patient-entered information from MySaskHealthRecord be sent to other electronic health information systems?**

All patient-entered health information such as, allergies, medical conditions, appointment reminders, information uploaded from health devices etc. will remain in MySaskHealthRecord and not be sent to other health systems.

**12. Will patients be able to message a health care provider from the MySaskHealthRecord?**

No, patients will not be able to message health care providers from MySaskHealthRecord.

**13. Can health care providers log in to their patients' MySaskHealthRecord accounts?**

Health care providers will not be able to log in to their patients' MySaskHealthRecord accounts.

**14. How will MySaskHealthRecord affect consultations and appointments with patients?**

Patients with a MySaskHealthRecord account will be able to access their results and personal health information prior to an appointment, so they may have questions about their information.

**15. What are health care providers' responsibilities with MySaskHealthRecord?**

MySaskHealthRecord is not intended to create any additional responsibilities for providers, but instead, act as a tool that patients can use to view, monitor and track their personal health information in a way that may benefit their health care experience. MySaskHealthRecord may help patients better understand their health conditions and optimize their appointments with health care providers by allowing them to prepare in advance.

**16. Are health care providers required to learn how to use MySaskHealthRecord?**

Saskatchewan health care providers are not required to learn or use MySaskHealthRecord. However, providers should be aware that patients may now have access to their personal health information, such as laboratory test results, medical imaging reports and clinical visit history.

Providers should continue to follow their current processes for viewing patients' results from the various systems in place today, such as the Electronic Health Record Viewer (eHR Viewer), Electronic Medical Records (EMRs) and Sunrise Clinical Manager (SCM).

**17. Were health care providers consulted during the creation of the MySaskHealthRecord?**

A Provider Advisory Committee (PAC) was created so that eHealth Saskatchewan could consult directly with health care providers throughout the creation of MySaskHealthRecord. This group included providers with various specialties, such as oncology, pathology and general practice. eHealth also conducted a number of stakeholder engagement sessions with providers present.

**18. Where should patients be referred to if they have questions about MySaskHealthRecord?**

Patients can use any of the following support channels:

- Go to the eHealth Saskatchewan's website: [eHealthSask.ca](http://eHealthSask.ca) for more information on MySaskHealthRecord.
- Message the online assistant on the MySaskHealthRecord page on [eHealthSask.ca](http://eHealthSask.ca).
- Call the eHealth Saskatchewan Service Desk at 1-844-767-8259 for more information and to ask questions about MySaskHealthRecord.

**19. Can a health care provider create a MySaskHealthRecord account?**

Any Saskatchewan citizen can create a MySaskHealthRecord account as long as they are 18 years of age or older, have an active Saskatchewan health card, and a valid Saskatchewan Government Insurance (SGI) driver's licence or SGI photo ID card. Providers are encouraged to sign up for MySaskHealthRecord as a way for them to access their own personal health information, and to also support their understanding of what patients have access to through MySaskHealthRecord.

**20. Where can health care providers find support material for MySaskHealthRecord?**

Health care providers can visit the MySaskHealthRecord – Health Care Providers section at [eHealthSask.ca](http://eHealthSask.ca) or call the eHealth Saskatchewan Service Desk at 1-844-767-8259 for more information on MySaskHealthRecord.

## 21. How far back does the provincial health data go for a patient in MySaskHealthRecord?

There will be three years of historical data loaded into MySaskHealthRecord for patients, and this is calculated from the day they successfully complete their registration. This would apply to clinical visit history, laboratory test results, and medical imaging reports that are available in the provincial repository.

## 22. What should patients do if they see incorrect health information?

Within their MySaskHealthRecord, they can use the “Report an Error” link that is located on the right hand side of the website for patients who believe their health information is either incorrect or does not belong to them. The patient will be asked to provide details about the suspected error, which will initiate an investigation through the eHealth Privacy & Access team.

## 23. Will patients' access to MySaskHealthRecord result in increased workload for providers?

Research and studies to date have not shown that patient access to their health information online increases providers' workload. Please go to the MySaskHealthRecord – Health Care Providers section at eHealthSask.ca to learn more about these studies.

Further, in a survey to SK health care providers, 85% of respondents indicated that they believe citizens' access to their health information online will either have no impact to health care providers' workload or a decrease in workload.

## 24. Will providers' clinical notes from EMRs or SCM be in MySaskHealthRecord?

No, MySaskHealthRecord will not include providers' clinical notes from EMRs or SCM.