

System Coordinated Access Network Client Consent Management

Health Information Custodians (i.e. Physicians and Health Service Providers) are required by law to obtain knowledgeable consent from you, their patient, before disclosing your personal health information. In most health care practices this consent is implied as you seek ongoing medical attention from your physician.

This implied consent allows the health care provider to share relevant medical information about you by way of an electronic referral via the System Coordinated Access (SCA) Network to another health care provider within your health care team.

There may be times when the health care provider refers you to a community support service (i.e. YMCA Aquafit Class or Meal/Transportation Services) also found within the SCA Network. Community Support Services are not considered Health Information Custodians, therefore in these cases your health care provider will ask permission to send a referral on your behalf which may, if necessary, contain specific personal health information pertinent to the referral.

You may be asked to share your personal email with your health care provider. This is in order to provide timely information should you be referred to a specialist or health service provider. Relevant personal health information may be shared with the specialist or health service provider via email in order to schedule appropriate care for you. Should you choose to opt in to the use of your email as a means of communicating with you during the referral process, you are aware that email is not a secure means of communication and that the email could be intercepted by an unauthorized individual. Should you choose to opt into email, you are taking full responsibility for the use of email as a means of communication between your health care team and yourself. You may opt out of this service at any time by contacting your physician or privacy@ehealthce.ca.

Health service providers using the System Coordinated Access (SCA) Network are required to:

1. Provide you with information about what health care information is being sent to Community Support Services.
2. Provide you with information about what they do with the personal health information they collect from you or about you in order to provide you with health care. This information can be found on their Privacy Notice or in their Privacy Policy.
3. Provide you with the option of withdrawing consent to disclose your personal health information. Each health care provider must have a consent management policy that describes how they manage your consent, including the withdrawal of consent.
4. If you have withdrawn consent to share personal health information with a SCA Network Participant after a referral has been made, the Participant shall:
 - i. in the case that the Client Data has not been downloaded yet, unbook the appointment, which will have the effect of removing the Client Data from the SCA Network and making it unavailable to the other parties; and

- ii. in the case that the Client Data has been downloaded, contact the affected Participant's Privacy Officer to provide notice that the Client has withdrawn consent and request that the Client Data and related documentation is destroyed immediately, per the Participant's consent management policy.

If you would like further information, please contact privacy@ehealthce.ca.