

Achieving Holistic Healthcare with eHRSS



“Information sharing through the Electronic Health Record Sharing System (eHRSS) can help us provide holistic and quality healthcare services in a more cost-effective way.”

Dr Alex Yu,
Chief Executive Officer,
Hong Kong Baptist Hospital (HKBH)

“eHRSS makes healthcare more open and transparent. The immediate benefit is that we can cut down on administrative and paper work in tracing patients’ medical records such as laboratory test results,” said Dr Yu.

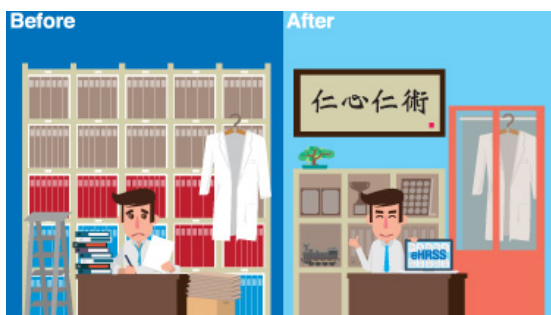
It helps cost control, which is important to private hospitals as costs would have an impact on the affordability of our services.

“It also spares patients repeated laboratory tests, at the same time enhances healthcare quality as accuracy and reliability of patients’ information are much ensured.”

eHR Sharing and Community Healthcare

There are 12 private hospitals in Hong Kong and they have all registered with eHRSS. Speaking on HKBH’s experience, Dr Yu said the hospital has taken a progressive approach in eHRSS application.

“We can now upload demographic data, laboratory test reports and radiology reports onto the system. Up to September this year, we have recorded an upload volume of about 62 000. Our next target is allergy and adverse drug reaction data,” said Dr Yu.



eHRSS helps reduce administrative and paper work in tracing patients' medical records



HKBH has taken a progressive approach in eHRSS application. Up to September 2017, the hospital has already uploaded about 62 000 records to the system



Medical-Social Collaboration: Better Synergy with eHRSS
eHRSS in medical-social collaboration



Greater Convenience in eHRSS Participation for Patients
Latest enhancements to facilitate eHRSS participation



Six More Healthcare Professional Groups Can Access eHRSS
eHRSS access enabled for more healthcare professionals



eHRSS Tips for Healthcare Professionals
Enhanced FAQs for healthcare professionals



eHRSS Updates
Recent engagement and promotion activities

Patients of HKBH are also positive about the system. According to Dr Yu, about 3 500 of their patients have registered with eHRSS.

As a matter of fact, electronic health record (eHR) sharing is not something new to HKBH. The hospital has participated in a number of Public-Private Partnership (PPP) programmes, such as the General Outpatient Clinic PPP (GOPC PPP), the Haemodialysis PPP (HD PPP) and the Colon Assessment PPP, run by the Hospital Authority (HA). The electronic platform of eHRSS facilitates the transfer of some essential patient data of these PPP programmes between HA and private healthcare providers through an electronic platform.

“It used to be the Public-Private Interface – Electronic Patient Record sharing platform, and now it is eHRSS. The modules of these eHR sharing platforms are very useful and we have got acquainted with their use,” Dr Yu noted.

HKBH is the first private hospital to join the HD PPP, as well as the only private hospital so far that has participated in the GOPC PPP. The services are delivered through the Renal Centre and the Community Clinic of HKBH’s Kai Tak Community Health Centre (KTCHC) respectively.

Dr Yu said the PPP programmes, with eHR sharing as an essential element, provide patients the choice to receive quality service from the private sector at lower costs.

“This is in line with our mission to provide holistic healthcare to the community. Joining these PPP programmes is not about making money. We want to give back to the community, at the same time contributing our efforts in driving improvements in the community, and eHR sharing has a part to play in this. It facilitates us in providing a spectrum of diversified services to patients in need in the community, not only in physical terms but also other aspects including the patients’ social and psychological needs,” Dr Yu stressed.

Apart from establishing KTCHC, HKBH has been actively providing community care services. For example, it launched the Baptist Holistic Home Care Service Centre in collaboration with the Baptist Oi Kwan Social Service, also an eHRSS participating organisation, to provide one-stop service to patients who require professional home care services after hospitalisation.

HKBH’s eHR Experience

Elaborating on HKBH’s digitisation path, Dr Yu said the hospital has been going fast in this aspect. “We invested a great deal in setting up our hospital management system more than a decade ago. The system we have is well used in the USA, Australia and Mainland China.”

“It is now being used by all our resident doctors. The only challenge is with associate doctors, who are from outside and not familiar with our system.”

“We are now extracting and converting useful data into PDF files and have them emailed to our associate doctors,” said Dr Yu, adding that they are exploring the possibility of building a portal where associate doctors can directly retrieve data.

As for Chinese medicine, which is part of the diversified medical services of HKBH, Dr Yu said that they are planning to acquire a commonly used Chinese medicine clinical management system for use in the hospital’s Chinese Medicine Clinic.



Fun Quiz -
Chance to win a prize



He agreed that digitisation could help drive standardisation of names of herbal medicine and other practices in Chinese medicine.

Outlook on eHRSS Development

Commenting on the latest development that enables eHRSS access for more healthcare professional groups, Dr Yu said if the access is controlled properly, it would help these professionals deliver care, in particular the medication dispensed during operation.

“We need to gain patients’ trust that their eHRs will not be accessed inappropriately. It has to be done on a need-to-know basis, confining the access to related data only,” he said.

On the future development of eHRSS, Dr Yu welcomed the inclusion of radiological images as sharable data. “Both patients and doctors have long expected that. In fact, we have been getting enquiries from some patients who thought imaging records can already be viewed on eHRSS.”

Dr Yu also suggested the development of more common modules in the longer term for private hospitals to facilitate data sharing in eHRSS. “We now have different systems and are using different modules. We are not at the same pace on data uploading. If we can all use the eHRSS modules, it will save us costs and administrative work, while ensuring eHRSS compatibility,” he remarked.



Enabling eHRSS access for more healthcare professional groups would facilitate them in delivering healthcare

Medical-Social Collaboration: Better Synergy with eHRSS



The Tung Wah Group of Hospitals (TWGHs) has been actively supporting medical-social collaboration in Hong Kong. The Electronic Health Record Sharing System (eHRSS) plays a useful role in the delivery and development of the group's services in the community.

Mr Edward Lao,

Principal Information Technology Manager,
Tung Wah Group of Hospitals

Miss Angela Wun,

Community Services Officer (Elderly services II),
Tung Wah Group of Hospitals

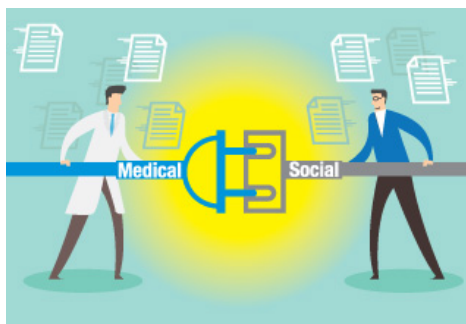
As one of the largest charity organisations in Hong Kong, TWGHs provides a wide spectrum of social services catering to the needs of local families, children and youths, the elderly and the disabled.

"The TWGHs management is very supportive of eHRSS. For better synergies of services to benefit patients, more than 70 of our service units are now using the system," said Mr Edward Lao, Principal Information Technology Manager of TWGHs.

These service units cover medical clinics, elderly homes and day care centres, home care and community support services centres, occupational rehabilitation centres and special counselling service centres. They are directly operated by TWGHs which has registered with eHRSS as a healthcare provider (HCP). This is in addition to the five Tung Wah hospitals which are operating under the Hospital Authority (HA), which is also an HCP under eHRSS.

Mr Lao said TWGHs believes electronic health record (eHR) sharing can benefit the development of its services.

Taking medical care for example, he said, "To fulfil the ideal of patient-centred care, we need to consolidate eHRs from different medical institutions so that our healthcare practitioners can have comprehensive information to ensure patients receive proper treatment."



TWGHs has been actively supporting medical-social collaboration in Hong Kong



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HKBH's experience with eHR sharing



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eHRSS Tips for Healthcare Professionals

Enhanced FAQs for healthcare professionals



eHRSS Updates

Recent engagement and promotion activities

Integration of eHRSS and Community Services

Medical care aside, eHRSS usage mainly covers three areas in TWGHs' community services: elderly care, rehabilitation, and youth and family services.

Miss Angela Wun, Community Services Officer (Elderly services II) of TWGHs, said the integration of eHRSS and service delivery is important, as it helps them provide holistic and individualised care according to patients' healthcare needs, in particular for the elderly.

"Aging is a long process and elders will undergo a lot of changes in their physical conditions. We need accurate information about their medical history and the medications to develop care plans and provide support services most suitable for them."



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eHRSS helps TWGHs deliver holistic and individualised care to elders according to their healthcare needs

TWGHs has joined Government programmes for the elderly, such as the "Dementia Community Support Scheme" and the "Pilot Scheme on Community Care Service Voucher for the Elderly". The former provides community support services for elderly with dementia through a medical-social collaboration model between the Government, HA and non-governmental organisations (NGOs), whereas the latter aims to provide the elderly with more choices of community care services. In these programmes, the eHRSS platform has contributed by making available patients' medical records useful for service centres in providing services to programme participants.

"Another example of eHRSS application is the smoking cessation counselling service run by us. By making reference to service recipients' medication history in eHRSS, our healthcare practitioners can make proper prescriptions to help them quit smoking," Miss Wun said.

TWGHs has also participated in several Public-Private Partnership (PPP) programmes which use the eHRSS platform to facilitate the sharing of essential patient data. These include the Radi Collaboration Project, the Haemodialysis PPP, the Patient Empowerment Programme and the Colon Assessment PPP of HA, as well as the Colorectal Cancer Screening Pilot Programme of the Department of Health (DH).

"From these experiences, we understand the importance of eHR sharing. It can save us a lot of time in transferring information, while enabling healthcare practitioners to have a better picture of patients' health conditions," Mr Lao remarked.

He said TWGHs' policy is to register new service units with eHRSS if their services involve using medical records. There is also plan for the Chinese medicine service units and the future Chinese medicine inpatient ward in the Kwong Wah Hospital operated by the group to join the system according to the timeframe of Stage Two Development of eHRSS.

Opportunities and Challenges in eHRSS

Recently, eHRSS access has been enabled for more healthcare professional groups, such as pharmacists and physiotherapists, working at HA, DH and local private hospitals. On this, Mr Lao is looking forward

to the extension to NGOs which provide elderly care, rehabilitation and related support services.

While supporting the sharing of Chinese medicine information in Stage Two eHRSS, Mr Lao said the challenge lies in standardising the workflow through the use of clinical glossary and technical specifications, and ensuring compatibility of an HCP's system infrastructure to support the long term development of eHRSS.

On a general note, Mr Lao pointed out that as eHRSS further develops, medical professionals and patients will have high expectation of the system.



More service units of TWGHs will register with eHRSS

“The comprehensiveness, timeliness and security of data will become increasingly important. It involves system security and data quality management from all sources,” said Mr Lao. He hopes the Government will continue its work on these areas and provide related support to healthcare institutions.



As eHRSS further develops, healthcare professionals and patients will have high expectation of the system in fully realising the benefits of eHR sharing

Greater Convenience in eHRSS Participation for Patients



Joining the Electronic Health Record Sharing System (eHRSS) and managing sharing consents have become even simpler and more convenient with the latest enhancements.

Sharing Consent

Access Key to Manage Sharing Consent

Healthcare providers (HCPs) of eHRSS can access your medical records in the system only with your sharing consent. *

To facilitate patients to manage sharing consents, starting from December 2017, an 8-digit Access Key will be sent to all registered patients through a confirmation letter and their selected communication means (SMS/ email/ postal mail) upon successful eHRSS registration/ record activation. Patients may then use the Access Key to -

- give “one-year” or “indefinite” sharing consent to a participating HCP;
- renew the “one-year sharing consent” given to an HCP by one year, or change it to “indefinite sharing consent”, before expiry;
- change the “indefinite sharing consent” given to an HCP to “one-year sharing consent”; or
- revoke the sharing consent given to an HCP.



Patients can use Access Key to manage sharing consent

How to use the Access Key?



In person:

You can use the Access Key after identity authentication to manage sharing consent when receiving healthcare from a participating HCP.



By phone:

You can call your HCP. After identity authentication, registration staff will manage the sharing consent for that HCP according to your preference using your Access Key.



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Enhanced FAQs for healthcare professionals



eHRSS Updates

Recent engagement and promotion activities



By 24-hour Interactive Voice Response System (IVRS):

You can use the Access Key to manage sharing consent via the eHRSS Patient Hotline (3467 6300) after identity authentication.

With the Access Key, next time when you call your HCP to make an appointment, you can give your sharing consent to that HCP at the same time to authorise your doctor to access your electronic health record (eHR) for pre-consultation preparation.

In case you have lost your Access Key, you can obtain a new one by -

- calling the 24-hour IVRS of the eHRSS Patient Hotline (3467 6300); or
- requesting frontend assistance when you next receive healthcare from a participating HCP.

You will then receive a new Access Key through your selected communication means and the old key will become invalid.

Sharing Consent Anywhere

The enhanced “Sharing Consent Anywhere” feature, on pilot run now, allows you to give sharing consent to one or multiple HCPs* at the same time at the same location. It is available at -

- eHR Registration Office
- Registration Centres at the Hospital Authority (HA) and the Department of Health (DH)
- On-site Mobile Registration Counters at HA, DH and other community venues

You can also call the eHRSS Patient Hotline (3467 6300) to give sharing consent to multiple HCPs via the 24-hour IVRS.

For the list of eHRSS registered HCPs, please refer to http://www.ehealth.gov.hk/en/ehrss/healthcare_provider_list/search.html

* *Managing sharing consent is not applicable to the Hospital Authority (HA) and the Department of Health (DH). After joining eHRSS as a registered patient, you are taken to have given sharing consent to HA and DH.*

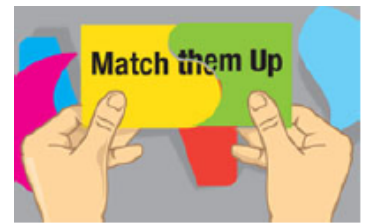
eHRSS Registration

Registration for a Child



Can a child under 16 register with eHRSS? The answer is “Yes” if there is an eligible substitute decision maker (SDM) registering on his/ her behalf.

If you are a parent, a guardian or a custodian, you may register eHRSS for your child/ the child under your guardianship or custody as an SDM by accompanying him/ her in-person at an eHRSS Registration Centre at HA, DH, or a Registration Centre of a participating HCP providing healthcare to the child. If you choose not-in-person means (i.e. through online[^], fax, postal mail or drop-in box) and are accompanying the child when making the application, you may subsequently activate his/ her record at a Registration Centre at HA or DH, or a participating HCP providing healthcare to the child, by showing the identity documents of you and the child to the registration



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staff to complete the registration[^]. A confirmation notification will be sent through the selected communication means upon successful registration/ record activation.

For more detailed information about eHRSS registration by an SDM for a child, please refer to http://www.ehealth.gov.hk/en/healthcare_recipient/registration/register_child/index.html

[^] For registrations by guardians/ custodians, online submission is not applicable. Please remember to bring the Guardianship Order/ Court Order in addition to identity documents for in-person registration/ record activation.



Additional Accepted Identity Documents

Registration with eHRSS becomes more convenient. For children under the age of 12 who do not have Hong Kong Identity Cards or Hong Kong Birth Certificates, the following identity documents are now accepted for eHRSS registration -

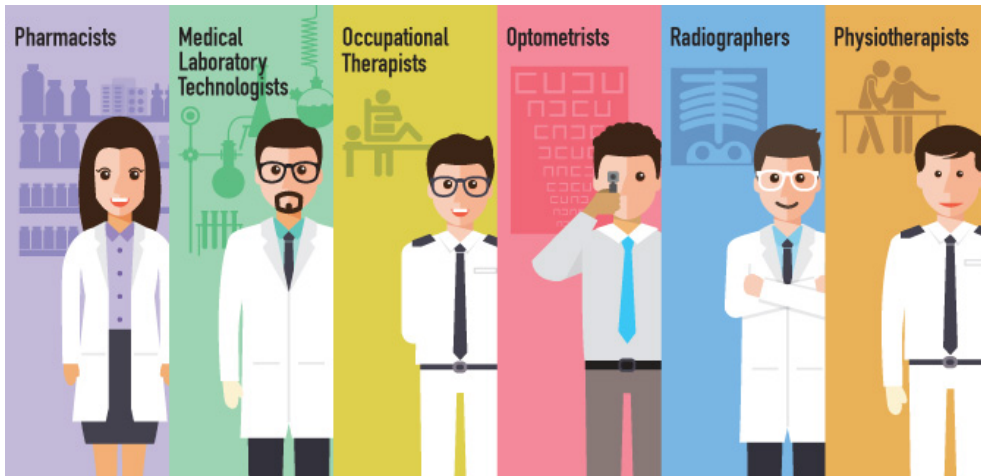
- Re-entry permit
- Document of Identity for Visa Purposes (DI)

For full list of identity documents accepted for eHRSS registration, please refer to

http://www.ehealth.gov.hk/en/healthcare_recipient/registration/supporting_documents.html

To enable participating HCPs to access your eHR, remember to use the same identity document when you receive healthcare at the HCPs.

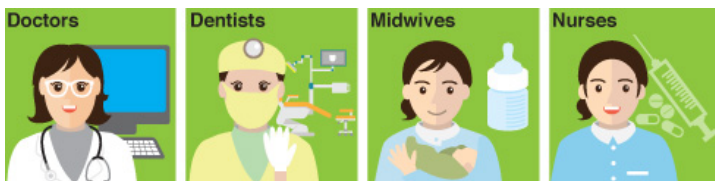
Six More Healthcare Professional Groups Can Access eHRSS



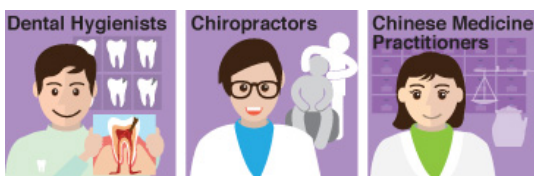
Access to the Electronic Health Record Sharing System (eHRSS) by different groups of healthcare professionals (HCPs) are enabled by phases. Starting from September 2017, access has been gradually extended to 6 more groups of HCPs of the Hospital Authority (HA), the Department of Health (DH), and all of the 12 local private hospitals.

Six new groups of HCPs, including pharmacists, medical laboratory technologists, occupational therapists, optometrists, radiographers and physiotherapists of HA, DH and private hospitals are now able to access eHRSS.

Together with doctors, nurses (including midwives) and dentists who already have eHRSS access at the initial launch of the system, 10 among the 13 groups of HCPs specified in the eHRSS Ordinance (Cap 625) now have access right upon obtaining patients' consent by the corresponding healthcare providers (HCPs).



Access to eHRSS by the 6 new groups of HCPs in the community, as well as the remaining groups, namely, dental hygienists, chiropractors and Chinese medicine practitioners, will be enabled at later stages.



More details can be found at http://www.ehealth.gov.hk/en/healthcare_provider/hcprof/who_are_hcprofs.html

Obtaining eHR Access

Participation in eHRSS is on an HCP basis. To obtain access to electronic health records (eHRs) in the system, HCPs with valid registration status can apply to the HCPs they are working for. The HCPs will then create accounts and grant access right to their HCPs according to the role-based access control mechanism. HCPs must first obtain consent from patients before HCPs can access the eHRs of patients under their care on a need-to-know basis.



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eHRSS Tips for Healthcare Professionals
Enhanced FAQs for healthcare professionals



eHRSS Updates
Recent engagement and promotion activities

Role-based Access Control

Role-based Access Control is a privacy protection measure related to which types of HCProfs have access rights to which types of data relevant and necessary for providing healthcare to patients. Below are the main features -

<ul style="list-style-type: none">■ Different groups of authorised HCProfs have different levels of access to data and functions. 	<ul style="list-style-type: none">■ Differentiated access rights are set in accordance with the clinical need or function of different groups of HCProfs. 
<ul style="list-style-type: none">■ Access by HCProfs are only allowed to parts of eHRs that are relevant to their professional service under the “need-to-know” principle. 	<ul style="list-style-type: none">■ All accesses will be logged and subject to audit and inspection. 

How has Role-based Access Control been defined?

- Drawing on the clinical expertise of different healthcare professions and advice from data standard experts through task force, domain groups and committees
- Seeking the opinions of relevant boards and councils
- Engaging key stakeholders including healthcare professional bodies and patient groups

The latest access rights for different groups of HCProfs are listed at the eHRSS website at http://www.ehealth.gov.hk/en/healthcare_provider/hcprof/role_based_access_control.html

The access rights will be reviewed from time to time in the light of feedback from HCProfs and patients, the future addition of new data domains to the eHRSS sharable scope, and other latest development in the Stage 2 eHR programme.



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eHRSS Tips for Healthcare Professionals



In this issue, we continue with the coverage of the enhanced Frequently Asked Questions (FAQs) section of the Electronic Health Record Sharing System (eHRSS) website, this time focusing on topics of concern for healthcare professionals (HCPs).

Do you belong to one of the HCP groups that can access eHRSS for providing healthcare to your patients? Has an eHRSS user account just been created for you? Here are some tips for you to start using the system.

Use of eHRSS by HCPs

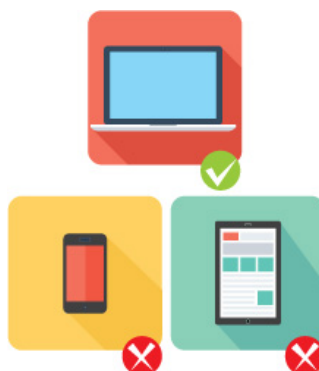
Q: Can I access patients' information in eHRSS any time?

Health records in eHRSS are readily accessible round-the-clock. However, please note that information of patients should only be accessed when they are under your care, and you should judge the need case by case when providing care to them. As a privacy protection measure, patients will receive notifications when their records in eHRSS have been accessed.

Q: Can I get access to eHRSS by using a computer notebook connected to the internet when providing home care to patients?

Yes. You can log into eHRSS through your notebook computer installed with software package that enables safe access to eHRSS. For security protection, mobile devices, such as mobile phones or tablets, cannot be used to access eHRSS at present.

Remember to observe the relevant IT security policies and guidelines for eHRSS, particularly when accessing the system outside ordinary clinical settings, for example, when using a public internet network.



Q: Can I access patients' information for pre-attendance care or post discharge follow-up when they are not physically with me?

Before patients physically turn up for healthcare, for example, before their attendance or pre-admission, access to their electronic health records (eHRs) is acceptable but caution should be exercised. Informing patients in advance (for example, when they make appointment with you) about such possible access will minimise any misunderstanding.



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eHRSS Updates

Recent engagement and promotion activities

After the patients have received care and been discharged, it is also acceptable to access their eHRs if it is indicated in the system. As far as practicable, do inform patients in advance about the possible access.

Q: What should I do if my patients ask me to access their eHRs and print/download all information for them?

You should advise your patients to approach the eHR Registration Office for a copy of their personal health data stored in eHRSS by making a Data Access Request (DAR) according to Personal Data (Privacy) Ordinance (Cap 486) (PDPO). [Application form](#) is available at the eHRSS website.

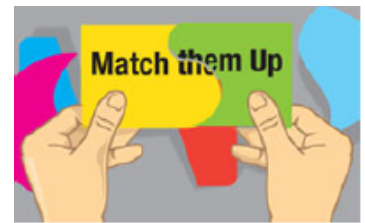


Q: Is putting down information about patients' relatives in the records permitted? Will it be taken as a violation of the PDPO if the records are in eHRSS and later disclosed to patients or other people in the DAR report?

Information in patients' records should be collected on a reasonable basis and not in an excessive manner as required under PDPO. Reasonable caution should be exercised in handling personal information related to other individuals in patients' records.

Please note that judgment should be exercised on how much information of other individuals shall be documented in patients' records. Consent from individuals concerned should be sought as far as practicable and feasible.

Please refer to http://www.ehealth.gov.hk/en/ehr_related_information/faq/healthcare_provider_and_professional.html for more FAQs for HCProfs.



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eHRSS Updates



Further stakeholder engagement and promotion activities for the Electronic Health Record Sharing System (eHRSS) are being carried out with the system in smooth operation for one year and a half.



Promotion and Publicity

Health InfoWorld, Radio 2, Radio Television Hong Kong

Ms Ida Lee, Commissioner for the Electronic Health Record (eHRC), and Dr Anna Tong, Senior Health Informatician (SHI) of the Hospital Authority (HA), attended a live radio programme on 2 September 2017 to share the latest development of eHRSS after the system has been in smooth operation for one year and a half since launch in March 2016.

In the programme, Ms Lee illustrated the use and benefits of eHRSS to patients, the healthcare sector and the community. She also elaborated on the role of eHRSS in some of the latest Public-Private Partnership programmes and Stage 2 Development of eHRSS. Representing HA, Dr Tong shared the organisation's role in supporting the development and implementation of eHRSS, and addressed some common issues and concerns of patients.

An update on the positive response from the community towards eHRSS was also given to the audience. As at August 2017, about 560 000 members of the public had registered with the system. As for healthcare providers (HCPs), HA and the Department of Health (DH) aside, all 12 private hospitals and more than 1 300 HCPs from the private sector had participated in eHRSS. Almost 40 000 accounts had been opened for healthcare professionals.



Ms Ida Lee, eHRC (2nd from left) and Dr Anna Tong, SHI of HA (middle) attended a live radio programme to share the latest development of eHRSS



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Launching Session of HKMA CMS Yuan Wang 2

The Hong Kong Medical Association (HKMA) held a launching session on 25 August 2017 to announce the release of Clinic Management System (CMS) Yuan Wang 2, the latest version enhanced with data uploading capability to eHRSS. Ms Ida Lee, eHRC, was invited to the session as the officiating guest. About 40 HKMA members and representatives of the Electronic Health Record (eHR) Office and HA participated in the session.

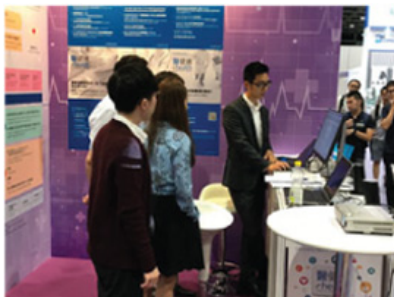


Ms Ida Lee, eHRC, (left) and Dr C P Ho, Chairman of the Information Technology Committee of HKMA

The Hong Kong International Dental Expo and Symposium (HKIDEAS) 2017

<https://www.hkideas.org/index.php>

An exhibition booth was jointly set up with the Hong Kong Dental Association in HKIDEAS 2017 on 4 – 6 August 2017 to promote eHRSS to HKIDEAS attendants, and encourage dental clinics' registration with eHRSS and adoption of the Dental Clinic Management System (DCMS) 2.0. In addition to publicity video broadcast and panel displays, demonstration and hands-on trial on eHRSS and DCMS 2.0 were arranged for participants. More than 60 dentists signed up for eHRSS registration and DCMS 2.0 installation during the 3-day event.



Demonstration of eHRSS and DCMS 2.0 at HKIDEAS 2017



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Training, Seminars and Workshops

Briefing Session on Role-based Access in eHRSS

To prepare for the phased roll-out of role-based access to 6 groups of healthcare professionals in HA, DH and private hospitals, a briefing session was held on 9 August 2017. About 40 management staff, healthcare professionals and information technology personnel of these institutions attended the briefing. Participants were introduced to the features under the role-based access control mechanism and the preparatory work to enable eHRSS access by these new groups of healthcare professionals.



Experience sharing by Dr C P Wong in using eHRSS and CMS On-ramp

Seminar on Practical Tips for Medical Practitioners

Over 30 healthcare professionals from private practice, non-governmental organisations and university health centres attended the seminar organised by the eHR Office on 29 September 2017. Dr CP Wong, a veteran geriatric medicine specialist and a passionate advocate of eHR sharing, was invited to share with participants practical tips for utilising eHRSS and CMS On-ramp to support clinical operations. The seminar also served as a forum for participants to interact and share their experience on using eHRSS.

Workshop on Stage 2 Radiology Image Sharing

To facilitate the planning of territory-wide eHR radiology image sharing under Stage 2 eHRSS, a workshop was organised for radiographers and physicians from HA, DH and private healthcare institutions on 17 October 2017. The workshop aimed to introduce the high level project scope of radiology image sharing, collect opinions on the preliminary proposal and identify changes to clinical workflow and patient service as the basis for further discussion. Over 40 participants joined the workshop.



Radiographers and physicians attending the workshop on Stage 2 Radiology Image Sharing

Fun Quiz - Chance to win a prize



It's time to refresh your knowledge on eHRSS! Match the names with the descriptions in this game by drawing lines to connect them. Clues can be found in this issue of eHealth News. Winners will receive a prize (while stock lasts).

Role-based Access	8-digit number for managing sharing consent
Access Key	Promotion and update on eHRSS latest development
Sharing Consent Anywhere	Enhanced Frequently Asked Questions (FAQs) at eHRSS website
Tips for Healthcare Professionals	Differentiated access rights for different healthcare professional groups according to clinical needs or functions
eHRSS on Radio Programme	Giving sharing consent to one or multiple healthcare providers at the same time at the same location

Join the quiz

To join the quiz, please print out this page, mark your answers and fill out the required information. Completed entries should be returned by fax at 2300 7921 or email to enquiry@ehealth.gov.hk on or before 27 February 2018.

Name :

Tel. no. : Email :

Address :

After the closing date on 27 February 2018, you can check the correct answers in the newsletter posted at the eHRSS website. Personal particulars and contact information collected in this fun quiz will only be used to notify winners and send prizes. All personal data collected in this fun quiz will not be disclosed to any third parties and will be deleted by the Electronic Health Record Office two weeks after all prizes have been sent.



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Medical-Social Collaboration: Better Synergy with eHRSS
 eHRSS in medical-social collaboration



Greater Convenience in eHRSS Participation for Patients
 Latest enhancements to facilitate eHRSS participation



Six More Healthcare Professional Groups Can Access eHRSS
 eHRSS access enabled for more healthcare professionals



eHRSS Tips for Healthcare Professionals
 Enhanced FAQs for healthcare professionals