

Principles

1. All healthcare providers must act in accordance with all of their professional and legal obligations.
2. To establish and preserve trust in the provider-patient relationship, patients must be confident that their personal health information will remain confidential.
3. Maintaining confidentiality is fundamental to providing the highest standard of patient care.
4. Please review SHA's General Privacy at <https://www.saskhealthauthority.ca/our-organization/quality-care-patient-safety/privacy-personal-information/privacy-access>



Collection and Sharing of Personal Health Information

- Your primary medical chart will be stored electronically.
- Personal Health Information will be shared amongst your care team and health care providers on a “Need to Know” basis. You are understood to have deemed consent for the purposes of providing or assisting in providing health care, unless the care provider disclosing the information is aware that you have expressly withheld or withdrawn consent. This means that, without reason to believe otherwise, care providers can share information with other providers or support members involved in your care without asking for your consent each time.
- Family and close friends are integral to your wellness program and will be included as required.
- If you direct care providers and SHA employees to share or disclose information to a specific person or agency, then your personal health information may be shared with those people or external agencies.
- Personal health information can be released without your consent in the following circumstances:
 - Safety risk to yourself, another identifiable person or a group of people;
 - Child abuse including viewing child pornography or a child in need of protection will be reported;
 - If a subpoena or production order for the information is received;
 - If you are participating in a court-ordered program that requires the release of information as a condition of participation in the program (i.e. Alternatives to Violence Program); and
 - Personal health information may be used for research purpose, however it will be stripped of all identifiers; and
 - As required by law.



SHA Safeguards

SHA has implemented safeguards to protect the electronic medical records in its possession and it also means SHA can answer privacy questions accurately and quickly.

The SHA utilizes the Mental Health & Addictions Information System (MHAIS) for electronic clinical documentation for patients receiving mental health and/or addictions services. MHAIS providers/users providers must enter a secure login code. They are monitored and tracked when viewing or using your medical record. MHAIS has set provider and location limits. This means that your medical information is only used to support your treatment and care plan by those who support the care you receive, or who is outside the location of service you receive (right down to the unit). Any providers who are not attached to your client record are considered restricted. These restricted users must enter a reason code before entering your chart. The use of restricted charts is audited and monitored.

Patients have the right to request copies of their personal health information including the information contained in the MHAIS application, they may do so by contacting their provider, and can request assistance through the SHA Privacy Office Monday to Friday from 08:00 a.m. to 04:00 p.m. at 1-844-655-0259 or by email at privacy@saskhealthauthority.ca



Electronic Communication: Email/Text Messaging

SHA does not participate in electronic communications unless one of the following conditions are met:

- An individual has provided express consent (either in writing or can be confirmed verbally) to communicate with an SHA User by email or text messaging.
- The electronic communication is required for a one-time, emergency health purpose.
- Overall, email and text should be used for regular communication related to appointment scheduling or routine enquiries. Please include your contact name and phone number.
- You should anticipate delays in response to email communication. If you require immediate assistance please attempt to phone your health care provider.

SHA is not obligated to communicate via electronic means if it involves personal or medical information being sent to an unknown or non-SHA email or telephone address.

Health care providers may terminate or deny electronic communication with individuals who abuse these communications or fail to understand this medium's confidentiality or timeliness limitations, or who correspond electronically in a manner that violates SHA policy.

Emergency Contacts

For a medical crisis please telephone 911 or go to your nearest Emergency Department.



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PIER - Patient Information and Education Resource

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