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Manitoba's Electronic Health Record

The key to connecting your health information

Frequently Asked Questions (FAQ's) for Physicians

What is the Electronic Health Record? What kind of functionality will I receive?

The Electronic Health Record (EHR) is a secure and private_lifetime record of a person's key health history, available to be viewed electronically by authorized health care providers, anywhere, anytime. Reliable access to this information allows health care providers to make informed, timely decisions regarding a person's care.

The Manitoba EHR will be implemented in two releases.

- Release 1 / 2010 (fourth quarter):
 - Clinical results viewer (portal) providing access to
 - Drugs dispensed at retail pharmacies (DPIN)
 - Provincial immunization information (MIMS)
 - Client Registry – client demographics, PHIN and other identifiers
 - Provider Registry – provider contact information
 - Lab results: Winnipeg LIS, Brandon LIS, Private Labs
 - Cancer Care Manitoba
- Implementation of privacy/access rules
- Shared Health Repository (SHR) analysis and potential implementation of SHR elements (i.e. encounter information)
- Early integration demonstration with EMR (view to EHR clinical information)
- Release 2 / 2011-12:
 - Diagnostic Imaging and Reports (provincial acute care)
 - Lab results: Cadham Provincial Lab
 - Shared Health record (partial): encounter information
 - Manitoba's Electronic Health Record Site Visit Package – Physician Offices 13
 - Enhanced integration with EMR

Who is expected to use the EHR?

First and foremost, the EHR is a clinical decision-support tool and, as such, any authorized clinician in the province of Manitoba will be eligible to be a user of the EHR. Clinical consultation on potential user populations for the EHR R1 indicated that key users would be emergency, primary care and specialists. Locations include acute care and community settings.

Other health professionals that may be users include community-based nursing (also emergency), nurse practitioners/clinical assistants, midwives, pharmacists, some allied health (i.e. physiotherapists and registered dietitians) and other allied health (i.e. occupational therapists) will come on in further releases

What is the Electronic Medical Record and how does it link with the EHR?

The Electronic Medical Record (EMR) is a local system (i.e. in a clinic) containing detailed record of encounters and is normally used by primary care clinics, physicians & their teams. The EMR contains content that is specific to the care the patient receives from a particular clinician or

group of clinicians usually within one clinic or facility. The plan for the EHR is to allow for integration with EMR systems to permit the follow of information from the EMR to the EHR and from the EHR to the EMR.

What type of patient information will I have access to and how is this different from the type of information that I can access now?

The information available through the EHR is a more comprehensive collection of the health history for Manitobans. Currently, applications available for clinical use such as DPIN and MIMS must each be accessed separately (if at all) by a clinician to get information about their patient. There are also limitations to the amount of historical data that can be viewed by clinicians (i.e. DPIN contains only the last 6 months of activity regarding dispensed medication).

The EHR will contain a consolidated view of patient health information on a per patient basis and it will allow clinicians access to an increased amount of data that they can view, based on the historical data available (i.e. many years of DPIN data). Additionally, clinicians will have a view of some of the encounters that their patients are having with the health care system, enabling them to understand the care that patients have received from other clinicians or in ERs.

How secure is the information in the system?

Manitoba is committed to building the EHR and providing access to the information contained within it, in accordance with all provincial legislation. Research has indicated that electronic health records are significantly more secure than hard copy files. EHRs can only be accessed by authorized health care providers that have an identified user name and password to get into the system. Obtaining a user name and password will be managed by Manitoba eHealth. Additionally, electronic health records contain an audit trail of all activity within the EHR.

What kind of training and ongoing support will be provided?

The EHR Project Team is currently developing a training approach and materials that will be used throughout the EHR R1 roll-out and on an ongoing basis when new users wish to use the application. Training will take a multi-faceted approach to ensure that the learning styles and timelines to train will be accommodated. Additionally, implementation support will be site-specific and an Implementation Coordinator will work with each site to help them get ready for the use of the application, including providing communication materials and assisting with workflow design as appropriate.

After a site goes live with the EHR, ongoing user support will be provided through Manitoba eHealth service desk resources.

How intuitive and user friendly is the application, as I have limited computer skills?

The software vendor that Manitoba is working with has implemented a similar EHR solution in other facilities in the US and Israel and feedback from the clinicians at those sites continues to be that the EHR is very intuitive and their ability to make use of it in practice is almost immediate. In order to use the EHR, it is necessary that clinicians have some computer skills (i.e. understand and know how to navigate using a web browser such as Internet Explorer, but it is not necessary for clinicians to have extensive training in computer skills prior to use of the EHR).

Will everyone have access to my patients' files? Or, can I limit who can see this information?

Access to information in the EHR can be controlled by the patient. Details with respect to how this can be managed will be available by the end of 2009.

Is there a funding program to help me with EHR adoption?

No direct EHR adoption funding is available at this time. If a program of this nature is established, details will be available through the Manitoba eHealth website.

Will my patients have direct access to the information in the EHR?

For this phase of the EHR, only authorized clinical users will be able to have direct access to the EHR. Clinicians are, of course, welcome to share the EHR information directly with their patients. Individual Manitobans can request access to any of their own personal information through existing administrative channels.

Will patients be able to restrict what information is available for viewing by me or other clinicians?

Access to information in the EHR can be controlled by the patient. Details with respect to how this can be managed will be available by the end of 2009.

If a patient has restricted access to their EHR information, in an emergency when the patient cannot give consent to access this information, can clinicians get the information they need to provide patient care?

If a patient requires urgent medical attention and the clinician requires access to information (where a patient has restricted access) within the EHR to provide care, then an authorized clinician can override this control which allows them to access the data. It is important to note that this override activity creates a strong electronic audit trail detailing the user who invoked the override, date, time and reason for the override.

Where can I go for more information about the EHR?

For more information about the EHR, please contact:

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