

Stopping Information from flowing to my health care



Healthcare providers have three options to stop information from flowing to a patient's **my health care** account.

1. Mark a visit as **sensitive**
2. Mark a location as **sensitive**
3. Create a **Patient Portal Restricted Note**

Sensitive Visit

A patient's visit can be marked sensitive in MEDITECH Expanse by either the patient or physician contacting Health Information Management (HIM) during HIM hours.

When the visit is marked sensitive, the visit, along with all associated documentation, is not visible in **my health care**.

Patients and Substitute Decision Makers (SDMs) can obtain these records from HIM at any time. The visit information is available in Connecting Ontario and distributed to identified care providers.

Sensitive Location

A location, i.e, HHCC Sexual Assault Clinic, can be marked sensitive in MEDITECH Expanse by either a department or clinic. This function can be site specific and consultation with Leadership is required before contacting the Patient Access Team (PAT) to mark the location.

When a location is marked sensitive, the visit, along with all associated documentation, is not visible in **my health care**.

Patients and SDMs can obtain these records from HIM at any time. The visit information is available in Connecting Ontario and distributed to identified care providers.

Patient Portal Restricted Note

A new report template named **Patient Portal Restricted Note** has been created for documenting confidential information. A healthcare provider can utilize this template if they feel immediate access to this information in the patient portal is detrimental to the patient's health and/or interrupt the therapeutic relationship with the patient.

The note can only be utilized through front end dictation via the Expanse web modules and is not available through phone dictation system. Once complete, the note will not flow to **my health care**.

Patients and SDMs can obtain these records from HIM at any time. The note is available in Connecting Ontario and distributed to identified care providers.

If you need assistance, contact the support team at portalsupport@myhealthcareportal.ca or call 705-797-2955.