



**NL Health  
Services**



## eHealth Systems Terms and Conditions of Use

### Summary

The **NL Health Services** (NLHS) is responsible for creating a network of eHealth Systems. These terms establish the acceptable use requirements for the eHealth Systems. These eHealth Systems include, but are not limited to, Client Registry, Provider Registry, HEALTHe NL, and includes the technology and infrastructure used to provide these products and services.

NLHS, as custodian of these eHealth Systems, may revise these terms at its discretion and revisions will be communicated to users.

### Scope and Application

This policy is applicable to all users. Any individual who accesses or uses an eHealth System is considered a “user.”

### Accountability

Each eHealth System user is accountable for using the data and information in an appropriate manner.

The President and Chief Executive Officer (CEO) is accountable for the protection of all personal information in the custody or control of NLHS, including aspects relating to any eHealth System. The President and CEO may delegate this accountability to others; such delegations or responsibility shall be clearly communicated.

Users that are custodians according to the *Personal Health Information Act (PHIA)* remain accountable for the personal information in their custody or control.

Each client organization is responsible for any access or use of the eHealth Systems made by any user who is an individual and who obtained his or her passwords (“credentials”) to access the eHealth Systems provided by the Centre from that client organization or at the direction of that client organization.

### Terms of Use

Access to eHealth Systems must be for the purpose in which users were provided access and as authorized under applicable legislation, policies, and standards of practice. If additional access is required please contact the Service Desk for additional assistance. Based on best practices, system accounts may be deactivated or deleted depending on length of inactivity.

Users who wish to use eHealth Systems for secondary purposes (i.e., research, evaluation, quality assurance, etc.) should contact the NLHS Information Request Coordinator:

[InfoRequests@nlchi.nl.ca](mailto:InfoRequests@nlchi.nl.ca)

## Inappropriate and Unacceptable Use

It is unacceptable to access eHealth Systems unless your role requires you to do so, you are expressly authorized to do so, or it is necessary to do so (e.g., to provide or assist in the provision of healthcare).

- ✓ Unless you are a member of a patient's health care team, you must not access the patient's information on eHealth Systems (e.g. a user must not look up a family member or friend without being part of the previously established health care team).
- It is unacceptable to allow another person to use your credentials to access eHealth Systems, including a system administrator, help desk personnel or a manager. You are accountable for any actions performed on eHealth Systems with your credentials.
- It is unacceptable to use another individuals assigned credentials to access eHealth Systems.
- It is unacceptable to improperly safeguard or unsafely dispose of Personal Health Information when no longer in use. For example, printed material must be shredded.
- It is unacceptable to disable, override or willfully bypass any information security control on eHealth Systems.
- It is unacceptable to leave a computer unlocked when your device is unattended while logged on to eHealth Systems.
- It is unacceptable to not report suspected or realized privacy or security breaches of eHealth Systems (for example, not reporting a privacy breach to the Centre).

## Breaches of these Terms

Users must report all breaches of these terms to NLHS. NLHS reserves the right to investigate suspected breaches, and users and client organizations are expected to cooperate with these investigations. Breaches of these terms may result in the following.

- Applicable regulatory bodies and the Office of the Information and Privacy Commissioner of Newfoundland and Labrador may be notified where appropriate.
- Violations of legislation or code of practice may result in criminal prosecution, civil liability, or other appropriate sanction.
- The responsible eHealth System's Program Director or designate may suspend or revoke a user's access to the applicable eHealth System if the user violates these terms.

## Related Content

- Reporting a Breach: Privacy Team [privacy@nlchi.nl.ca](mailto:privacy@nlchi.nl.ca) or 709-752-6166
- Changes in User Roles (e.g., exit, role changes) Service Desk: 709-752-6006 or 1-877-752-6006
- PHIA [Online Education](#)
- You can request access to your personal health information, following the established and approved process [here](#).
- If you have feedback regarding the information presented contact the Service Desk: 709-752-6006 or 1-877-752-6006