

ENHANCE Ontario (EO) Health Information Network Provider (HINP) Notice and Privacy Notice

EO Secure Messaging

Who We Are

ENHANCE Ontario (EO) is a Health Information Network Provider (HINP) under Ontario's Personal Health Information Protection Act (PHIPA) and related regulation, O. Reg 329/04. EO provides and supports secure digital services that enable health-care providers to electronically share personal health information (PHI) for the purpose of delivering and coordinating care.

EO does not provide direct patient care. Participating hospitals and clinicians remain the Health Information Custodians (HICs) responsible for the care they provide and for decisions about the collection, use, and disclosure of PHI.

What Is EO Secure Messaging

EO Secure Messaging is a secure electronic messaging service that allows authorized health-care providers to exchange messages containing personal health information to support patient care and related health-system operations. The service is assessed through a Privacy Impact Assessment (PIA) to identify and mitigate privacy risks associated with the handling of PHI.

Personal Health Information Involved

When EO Secure Messaging is used, EO may host, process, transmit, or store personal health information on behalf of participating health-care providers. This information may include:

- Identifying information about an individual
- Information related to physical or mental health
- Clinical communications necessary for care coordination EO handles this information only as necessary to provide the secure messaging service.

Purpose for Collection, Use, and Disclosure

EO's collection, use, and disclosure of PHI through Secure Messaging is limited to:

- Enabling secure electronic communication between authorized health-care providers
- Supporting health-care delivery and continuity of care
- Operating, maintaining, and securing the messaging service

EO does not use PHI for unrelated purposes and does not sell personal health information.

Authority Under PHIPA

EO's activities as a HINP are authorized under PHIPA. Health-care providers using EO Secure Messaging are responsible for ensuring that appropriate consent exists under PHIPA for the exchange of PHI. Consent may be implied or express, depending on the circumstances and the HIC's obligations.

Safeguards and Privacy Protections

EO protects personal health information using administrative, technical, and physical safeguards appropriate to the sensitivity of the information, including:

- Role-based access controls
- Secure authentication and authorization
- Logging and auditing of system access
- Policies, procedures, and staff privacy training

EO staff and service providers are permitted to access PHI only on a need-to-know basis to operate and support the service.

Access, Correction, and Questions

Requests to access or correct personal health information held within EO Secure Messaging should be directed to the health-care provider or hospital that created or uses the information, as they are the Health Information Custodian.

For questions or concerns about EO's role as a HINP, or about this notice, individuals may contact EO's Privacy Office:

ENHANCE Ontario – Privacy Office

Email: privacy@enhanceontario.ca

Website: www.enhanceontario.ca

Accountability

EO is accountable for complying with PHIPA in its role as a HINP and for maintaining openness and transparency about its information practices. EO regularly reviews and updates its privacy safeguards and conducts privacy assessments, including PIAs, to ensure ongoing compliance.