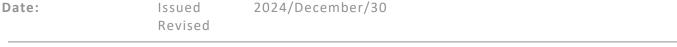
POLICY: Secure Messaging for Patient Care

Program Area: Across Care Areas

Section: General

CLI.4110.PL.032 **Reference Number:**

Approved by: Regional Lead – Acute Care & Chief Nursing Officer



PURPOSE:

To outline the process for all Southern Health-Santé Sud (SH-SS) health care professionals (HCPs) using SH-SS approved secure messaging services for messaging and image sharing for the purpose of patient care.

BOARD POLICY REFERENCE:

Executive Limitation (EL-2) Treatment of Clients Executive Limitation (EL-3) Treatment of Staff Executive Limitation (EL-7) Corporate Risk

POLICY:

Use of a SH-SS approved secure messaging service requires that:

- Users are approved by the appropriate authority (i.e. Chief Nursing Officer, Program Director or Clinic
- ➤ Employees use a SH-SS computer or cell phone to access the service;
- Users are subject to a compliance audit of user activity;
- > Only the user assigned a user ID and password is permitted to access the application and must follow the appropriate use of information and communication technology as set out in policy;
- > HCPs using secure messaging comply with their own professional and ethical standards of conduct.
- > HCPs do not use any abbreviations, acronyms or symbols listed in CLI.6010.PL.011.SD.01 DO NOT USE: Dangerous Abbreviations, Symbols, Dose Designations. The use of all other abbreviations and acronyms is discouraged.
- > HCPs communicate patient care requirements clearly and respond in a timely way to prevent delays in patient care.
- > Due to delays which may occur during the transmission of text messages, secure messaging is not solely relied upon for urgent communications.
- > Staff, or their manager, report any and all actual or potential privacy breaches associated with secure messaging to their privacy officer, delegate or the Privacy and Access Specialist.
- > Appropriate client identifiers are used when appropriate and in compliance with ORG.1410.PL.301 Client Identification.

A secure messaging service is an acceptable and safe method to communicate medication orders and therapeutic recommendations. All medication orders are transcribed to an order form and processed as directed by CLI.6010.PL.011 Medication Order Writing and Processing Policy. All therapeutic recommendations and patient care information are documented in the permanent patient health record.

DEFINITIONS:

Secure Messaging Service – A secure communication platform for messaging and image sharing between HCPs from the user's desktop computer or mobile device.

Health Care Professional (HCP) - Refers to all Health Care Professionals including those regulated by the Regulated Health Professionals Act (RHPA) engaged in actions whose primary intent is to enhance health, including those who promote and preserve health, those who diagnose and treat disease, manage health and includes professionals with specific areas of competence.

PROCEDURE:

- 1. HCPs contact servicedesk@sharedhealthmb.ca to request access to secure messaging service, complete the required information and submit request to their manager, supervisor or clinic owner.
- 2. The manager, supervisor or clinic owner approves and submits request to Shared Health Digital Services.
- 3. Authorized HCPs read and comply with directions for appropriate use and SH-SS policy direction.

REFERENCES:

CLI.6010.PL.011 Medication Order Writing and Processing

CLI.6010.PL.011.SD.01 DO NOT USE: Dangerous Abbreviations, Symbols, Dose Designations

ORG.1410.PL.301 Client Identification

ORG.1411.PL.507 Texting with Clients, Natural Supports and other Staff

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