



East Wellington  
Family Health Team

## Diabetes Portal Information

HEALTHeCONNECTIONS CDM Program

*Frequently Asked Questions*

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## What is the HEALTHeCONNECTIONS CDM Program?

The HEALTHeCONNECTIONS Project (HeC) is a project in which you and your physician are participating. “CDM” means Chronic Disease Management and refers in this case to the management of diabetes. The purpose of the HEALTHeCONNECTIONS Project CDM Program is to demonstrate the benefits of you using a patient portal (mydoctor.ca) to help manage your diabetes and the benefit of sharing electronically your health information with you and selected members of your health care team.

## When will the Project begin and end?

Your participation in the Project begins with your enrolment and ends April 30, 2010.

## What is the myDoctor.ca Health Portal?

myDoctor.ca is an Internet-based service developed and operated by Practice Solutions (a subsidiary of the Canadian Medical Association). It is a secure tool that enables:

- You to record and track your health metrics (such as Blood Sugars, Weight, Blood Pressure, and Exercise), and have these shared with your care team
- A read-only summary of the medical record maintained by your family doctor to be shared with you and your care team. This summary may include: demographics, problem list, risk factors, allergies and adverse reactions, medications and treatments, immunizations, as well as diabetes related laboratory results
- You and your care team to access a library of health information to help you manage your diabetes
- You to create and manage your own Personal Health Record that you can then share with your care team
- You and your care team to exchange messages
- Your care team to establish alerts so that they are notified in the event your health metrics exceed specified thresholds

## **Will my use of myDoctor.ca stop when the project ends?**

No, the intent is that you and your care team will continue to use myDoctor.ca.

## **Is there any cost to me to participate in the CDM Program?**

There is no cost to you to use the mydoctor.ca health portal; however, if you do not already have them, your health care provider may require that you obtain one or more devices such as a glucometer that you will need to monitor your diabetes at home.

## **What do I need to be able to use the mydoctor.ca Health Portal?**

Any standard computer (Windows or Macintosh) with an Internet connection and with a current browser can be used. You will also require an email address.

It is recommended that high-speed Internet access be available.

## **Why do you need my email address?**

Your email address is used to:

- Communicate with you about the project as needed
- Communicate with you should you contact mydoctor.ca for technical support
- Notify you that there is a secure message from your care team waiting for you
- Notify you that your provider wants you to read a specific health topic available from the Health Library.

## **Can I use a hotmail account as my email address for the mydoctor.ca Health Portal?**

Yes, in order for your doctor to enroll you in the project, you must provide an email address - it can be hotmail, gmail or any other.

## **Do I use email to communicate with my care team?**

No – always use the Secure Message functions within the portal to communicate with your care team. Your regular email is used only to notify you that you have a secure messaging waiting and when you needed to reset your password.

## **Who has access to my health information on MyDoctor.ca besides me and my family doctor?**

Your health information will be disclosed to other healthcare providers in your “circle of care” who need to know this information to provide you with healthcare services.

Circle of Care = All physicians, nurses, hospital emergency department and other health professionals involved in your care such as: dieticians, social workers, kinesiologists, laboratory staff. May also include clerical/admin staff members working for these health professionals who are responsible for capturing, filing and managing your health record.

## **Will my personal health information be disclosed to anyone else?**

Participation in the HEALTHeCONNECTIONS CDM Program also includes participation in the Benefits Evaluation Program. The purpose of the Benefits Evaluation Program is to assess whether there are real benefits to using a patient portal like the myDoctor.ca health portal to assist diabetes patients in the management of their condition. Anonymized (that is, you will not be identified) information about you and your usage of the portal will be collected and provided to the benefits evaluation team.

Also, you will be required to complete two surveys for the Benefits Evaluation Program (one at the beginning and one at the end). Again, you will not be identified to the Benefits Evaluation Program.

Finally, you might be invited to participate in an interview with the benefits Evaluation Team at the end of the project. Whether you participate in the interview is completely up to you.

### **How is my information in myDoctor.ca protected?**

Personal health information in the mydoctor.ca health portal is protected by administrative, technical and physical safeguards.

Administrative safeguards have been implemented through user agreements (such as patients, healthcare providers and staff) which reflect the Ontario privacy legislation.

Technical safeguards, such as passwords, role-based access to information, and encryption, are used to protect the mydoctor.ca health portal from unauthorized access.

The data centre, where the mydoctor.ca health portal data is housed, is operated by Practice Solutions, a subsidiary of the Canadian Medical Association (CMA). Practice Solutions employs a number of physical safeguards for servers including restricted access to its operational environment, video monitoring, fire suppression, redundant power and redundant air conditioning. Data is transmitted to Practice Solutions via a fully secure encrypted connection using Verisign digital certificate technology. For more information you can view the mydoctor.ca patient privacy policy located on the footer of your Health Portal account.

Your information is transmitted to the mydoctor.ca® Health Portal with a fully secure encrypted connection. This ensures that no unauthorized parties can attempt to capture private data being sent from and to the mydoctor.ca Health Portal over the Internet. State-of-the-art firewall technology is also utilized to ensure the highest level of protection for your personal information.

## How long is my information retained within mydoctor.ca?

All information entered in the mydoctor.ca health portal is retained as long as you are a subscriber. Once you are no longer a subscriber of the mydoctor.ca health portal, you have sixty days to access the portal to copy your data. After that time Practice Solutions will securely destroy or delete all information collected in a timeframe and manner as required by law.

## What information may be collected within the mydoctor.ca Health Portal?

As part of the registration process your name, date of birth, and gender are entered.

Use of the tools requires you to enter information about your health status; for example, the Blood Sugar Tool requires you to enter your blood sugar reading which allows you to track your sugars over a period of time. The sharing of this information with your care team is managed in conjunction with your doctor's office.

If you chose to create a Personal Health Record you will be asked to provide personal information such as contact information; medical history; medication records; family health history; lifestyle information and medical test results. This allows you to maintain a record of your own information that you can consult/change at any time. The sharing of this information is controlled by you.

## Where can I find more information about the mydoctor.ca Health Portal Privacy Policy?

For Additional information refer to the *Patient Privacy Policy* and the *Patient Terms and Conditions* available on the mydoctor.ca Health Portal. Links to these are on the bottom right of all screens once you have successfully logged in to the portal.

## How do I sign up for the mydoctor.ca Health Portal?

Once you have agreed to participate in the HEALTHeCONNECTIONS CDM Program, your doctor's office will help you register for the portal, and provide you with an overview of how to use the portal. An email will then be sent with a link to the:

- mydoctor.ca portal
- Patient questionnaire that you must complete.

The email will also include your Username for the portal.

## What if I forget my Password?

If you forget your password you can use the automated reset function which will cause a new temporary password to be emailed to you (you should change the temporary password immediately). A link is provided on the mydoctor.ca login screen.

## How do I stay in touch with my care team?

For urgent communication with your care team you must continue to use which ever method you use currently e.g. telephone.

Messages of a non-urgent nature can be sent to your care team from within the portal. These messages will be reviewed by a care team member and directed to the appropriate person for response. A response will be generated back to you within XX business days. When a message or response is sent to you, an email notification is sent to your regular email address that simply says "There is a message for you in the Health Portal, login to retrieve it..."

## Can I set self management goals?

It varies by tool:

- Weight: both patient and provider can set the goal
- Blood Sugar and Lab Results: only the provider can set these goals. The patient can see them, but cannot change them.

- Blood pressure: Currently it is not possible to set goals on this tool.
- Exercise: It is not currently possible to set goals.

### **How often must I enter data into mydoctor.ca Health Portal?**

As instructed by your care team.

### **Who will monitor my entries into the mydoctor.ca Health Portal?**

Depending on your situation, your doctor or a member of your doctor's staff, or a nurse/dietician from the Diabetes Education Centre involved with your care will monitor your entries.