

FNHA-Supported Electronic Medical Record (EMR) System Upgrade – Client FAQs

What is the FNHA-supported EMR system upgrade?

FNHA's scheduled EMR system upgrade will enhance care for all clients accessing FNHA programs.

Upgrades include:

- Bringing FNHA programs' clinical charts together in the EMR system. The programs include:
 - Virtual Health Services: virtual Doctor of Day (vDOD), and virtual Substance Use and Psychiatry Services (vSUPS); and
 - First Nations-led Primary Care Centres and community services
- One chart per client accessing multiple services, instead of separate charts that are not connected. This improves the quality and safety of client care.
- Enhanced security features to further protect client privacy and security.

There is no action needed from you as part of the EMR system upgrade.

What EMR system does FNHA use?

- FNHA uses an EMR system called Medical Office Information System (MOIS) Cloud.
- MOIS is provided by the EMR vendor, Bright Health.
- Clients have rights to access, correct, and consent to the use of personal health information.
- Clinics store your health information in the MOIS Cloud EMR system, which is managed by FNHA. FNHA is responsible for the overall management and protection of client health information.
- Bright Health provides a secure cloud system (MOIS) to host health information.
 - They are responsible for the security of the data.
 - Bright Health does not have access to sensitive client information.
- More information about Bright Health and MOIS Cloud [here](#).

What is my Circle of Care?

- A 'Circle of Care' is a way of picturing the care team that surrounds you.
- This includes health and wellness providers that you see for various reasons.
- Providers in your Circle of Care can work together to protect your health and safety.
 - They can share information about your health conditions, prescriptions, or test and lab results to make informed decisions about your care.
 - This protects your health and safety.

What are the benefits of a single health chart?

- One chart means the authorized health and wellness providers in your Circle of Care will have access to health information stored in any of your FNHA records.
 - Only providers involved in your care can access your chart to see only the information required to provide safe and effective health care.
- One chart improves the quality and safety of your care by ensuring your health and wellness providers who use FNHA's EMR system are on the same page when it comes to your health.
 - This helps to make informed decisions about your care.
- One chart also means you don't have to explain the same health concerns repeatedly to multiple providers in your Circle of Care.

How is my information protected in the upgraded system?

- Limiting chart access to staff's specific clinic. This means staff only see the clients connected to their specific clinic.
- If you see a health or wellness provider in another clinic, they will seek your consent to access chart notes from your home clinic.
 - For instance, if you become ill or injured while travelling and need to access care at a clinic you don't normally attend. A provider can gain access to your chart (temporarily join your circle of care) to review relevant health information (e.g., prescriptions, health conditions) to inform your care plan.
- If your chart is accessed by staff outside of your circle of care, audits are done to detail who accessed your record, their activities, and any changes they've made.
 - This ensures only authorized users with a legitimate reason access your information.

How do I know if my health information is safe after the system upgrade?

- To keep client data safe and accurate during the upgrade, both the EMR vendor (Bright Health) and FNHA are taking important quality control steps to make sure all information is carefully copied without any loss or mistakes.
- Your health information is protected while it is being moved to the upgraded system and evaluated by authorized professionals to confirm everything is correct.

If you have any further questions, please contact your local clinic or health care provider.