

Client Information Sharing System

Information for Clients



Working together for a healthier country WA

Our Values: Community | Compassion | Quality | Integrity | Justice

Contents

Summary	3
How CISS works	4
How is CISS different from what I have now?	4
Do I have to be part of CISS?	4
When I choose to be part of CISS, what am I agreeing to?	4
Am I eligible to be part of CISS?	4
Will it cost me anything?	5
Do I have to sign up to be part of CISS?.....	5
Who is my Care Team?	5
What does it mean if I don't have a CISS record?.....	5
What information about me is on CISS?	5
Can I choose not to include certain information on CISS?.....	6
Does CISS have all of my health information?.....	6
If I opt out of CISS and then change my mind, can I choose to opt in?	6
What happens if I choose not to share my information on CISS?	6
Can I change my information on CISS?	6
Can a relative or a friend contact the System Support Officer on my behalf?	6
Who is the System Support Officer?.....	7
Can I view my health information on CISS on my personal device or a publicly shared computer?....	7
What information is collected about me when I see my CISS record?	7
Who owns the information in CISS?	7
Is my information on CISS kept safe and secure?	7
Will any of my personal or health information be used or passed to anyone other than my doctor, hospitals or other health care providers?.....	8
What are my responsibilities when I view my information on CISS?	8
Is information on CISS copyright?.....	9
Who do I contact if I have a question about CISS which isn't answered in this paper?	9

Summary

The Client Information Sharing System, known as CISS is a shared electronic health record that stores information about you and your health. It is only a summary of your health information and not a complete record.

CISS enables your doctors, hospitals and other health care providers to view, add to and share your health information with other healthcare providers. So any healthcare provider you choose to be part of your Care Team will have a better understanding of your health and provide you with the best possible care.

You can decide whether you want to be part of CISS or not. If you decide not to have your health information stored in CISS you will be sent a letter confirming your decision and providing you with information about what to do if you decide to join later. If you choose not to share your health information with the healthcare providers who provide your care, you still have the same access to the health system as you do now and can decide to join in later. If you agree to be part of CISS and then change your mind you can choose to opt out.

When you choose to be part of CISS you are agreeing to a summary of your health information being part of CISS, your health information being shared with the Care Team you have chosen and your named and un-named information being used to measure the success of CISS.

CISS is a WA Country Health Service (WACHS) website. The protection and security of your health information is something WACHS takes seriously. WACHS is committed to keeping your personal and health information safe and secure at all times.

If you are concerned about the protection and security of your health information in CISS, contact the CISS System Support Officer by telephoning 0428 786 806 (Monday-Friday during business hours) or by email: healthnavigator@health.wa.gov.au

Further information about the Client Information Sharing System is set out below.

The Client Information Sharing System, Health Navigator and telehealth services

The Client Information Sharing System (CISS) is part of Health Navigator, a free telehealth service to help people with diabetes, heart failure, heart disease or long term lung conditions, or at risk of developing diabetes or heart disease, receive the care they need. The program is a partnership between the WA Country Health Service (WACHS)¹ and Silver Chain. It is a service that's only available in the Wheatbelt, Great Southern and South West regions of WA. CISS is also part of diabetes and asthma and COPD telehealth services in those regions.

CISS is a WA Country Health Service (WACHS)¹ website.

¹The WA Country Health Service or WACHS is an incorporated body that manages and controls all country public hospitals on behalf of the Minister for Health. The Minister for Health is responsible for, among other things, the management and control of all country public hospitals in the State. The Minister receives executive and policy support from the Department of Health. The Department is an administrative division of the State of Western Australia.

The Client Information Sharing System or CISS

The Client Information Sharing System (CISS) is a shared electronic health record that stores information about you and your health: such as a stay in hospital, a visit to your doctor or the results of blood tests. It is only a summary of your health information and not a complete record. CISS enables the doctors, hospitals and other healthcare providers to view, add to and share your health information with other healthcare providers. So any healthcare provider you choose to be part of your Care Team has a better understanding of your health and can provide you with the best possible care.

How CISS works

When you visit your doctor, hospital or other healthcare provider, they can see a summary of your health information on their computer. This means they can quickly get health information about you. They can also add new health information to CISS, so communication between members of your Care Team is better. If there is an emergency threat to your health and you are unable to communicate, the contents of your record may be provided to health care providers you do not know. You can access your health information on your personal computer or on a computer at, for example, your local library. You will need a login and a password to gain access to view your information. The System Support Officer will provide you with a login number and a password.

How is CISS different from what I have now?

Currently information about your health is stored by different people at different locations. For example, any doctor or hospital you attend will have information about your health. The information may be in a paper file or it may be stored in a computer. Even if it is stored in a computer, the computer in your doctor's surgery may not be linked to the computer in the hospital you attend. When you are part of CISS, a summary of your information will be available to all of the healthcare providers you choose in your Care Team.

Do I have to be part of CISS?

No. It's up to you to decide whether you want to be part of CISS or not. If you opt to not have a CISS record, you will still have the same access to the health system as you do now and you can decide to join in later. You can still be part of the Health Navigator Service and diabetes and COPD and asthma telehealth services without having a CISS record.

When I choose to be part of CISS, what am I agreeing to?

When you choose to be part of CISS you are agreeing to:

- a summary of your health information being part of CISS
- your health information being shared with the Care Team you have chosen
- your named and un-named information being used for research to measure the success of CISS.

Am I eligible to be part of CISS?

If you have diabetes, heart failure, heart disease or a long-term lung condition, or at risk of developing diabetes or heart disease and live in the Wheatbelt or Great Southern regions of WA, or Bunbury you are eligible.

Will it cost me anything?

No. There is no cost to sign up for CISS.

Do I have to sign up to be part of CISS?

No. But if you opt not to have your health information stored in CISS you will be sent a letter confirming your decision and providing you with information about what to do if you decide to join later.

If I agree to be part of CISS and then change my mind, can I opt out?

Yes. You can decide to opt out of CISS by contacting the System Support Officer on 0428 786 806 (Monday-Friday during business hours) or email healthnavigator@health.wa.gov.au

Who is my Care Team?

Your Care Team can include your doctors, the doctors and others who treat you at hospitals, as well as other health care providers, including those who provide telehealth services, who help you to manage your health. They are the people you choose to be able to see and add to your health information.

In an emergency where there is a serious threat to your health, a doctor or other health care provider who is **not** a member of your Care Team will be able to view your health information so they can provide you with the best possible care. The name of the doctor or other health care providers who viewed your health information will be written on an Emergency Access Form and saved on CISS as part of your health information.

What does it mean if I don't have a CISS record?

Not having a CISS record means that:

- Doctors, hospitals and other health care providers may not be able to quickly get health information about you.
- Your health information will stay stored by different health providers at different locations.
- You will not be able to access your health information on your personal computer, or on a computer, for example at your local library.

What information about me is on CISS?

The information about you on CISS may include:

- your name, address, date of birth and telephone number/s
- your medical history, allergies and any harmful reactions you have had
- medicines you take
- medical conditions and treatments you have received or are receiving
- a summary of your health information from your doctor, hospitals and other health care providers
- your health care plans and goals
- hospital discharge information
- appointments

- the results of health tests and investigations
- names and contact details of your CISS Care Team
- other information, such as the name and address of an emergency contact person if you have, or for example, any Advance Care Directive.

Can I choose not to include certain information on CISS?

Yes. You can choose not to share certain sensitive information. Speak to your doctor or a health care provider and ask not to have the information added to CISS.

Does CISS have all of my health information?

Not necessarily. Information about your health may not be complete. CISS contains information that has been collected from you and your doctor and other care providers, but it may not have all information about your health. This is because:

- CISS contains only a summary of your health information
- CISS relies on your Care Team to update your health information
- information on CISS is under your control and you can choose not to share certain information.

If I opt out of CISS and then change my mind, can I choose to opt in?

Yes, if you change your mind about not having your information shared on CISS you can by contacting the System Support Officer on 0428 786 806 (Monday-Friday during business hours) or email: healthnavigator@health.wa.gov.au

What happens if I choose not to share my information on CISS?

You can still be part of the Health Navigator Service and other telehealth services even if you decide not to have your information shared on CISS.

Can I change my information on CISS?

Yes. You can ask to have your information on CISS changed. If you believe information on CISS is incorrect you can contact the System Support Officer and discuss how to remove it. You can also choose to add or remove a health care provider from your Care Team by contacting the System Support Officer.

Can a relative or a friend contact the System Support Officer on my behalf?

Yes, you can ask a relative or friend to contact the System Support Officer on your behalf. If you do this, your relative or friend will be asked to provide some evidence that he or she has your consent to contact the Support System Support Officer on your behalf.

Who is the System Support Officer?

The System Support Officer is the person responsible for setting up and operating CISS. The person is an employee of WACHS. You can contact him or her by telephone 0428 786 806 (Monday-Friday during business hours) or by email: healthnavigator@health.wa.gov.au

Please note that Registration Officers from WACHS, Silver Chain and telehealth services will undertake some of the day-to-day tasks on behalf of the System Support Officer, but cannot access your health information.

Can I view my health information on CISS on my personal device or a publicly shared computer?

Yes, you can view your health information on CISS on your home computer, tablet or mobile phone or on a publicly shared computer at your local library or community resource centre. But you will need a login and a password to gain access to view your information. The System Support Officer will provide you with a login and a password.

What information is collected about me when I see my CISS record?

When you access your CISS health information via a computer or other device, information may be collected to monitor the usage of CISS. This information does not include your personal details or health information.

Who owns the information in CISS?

Ownership of CISS is shared by you, the health care providers who are part of your Care Team and WACHS. You control what goes into your health summary and who can access the information. Health care providers are authors of the content. When they contribute to a client's information they consent to it being shared in CISS and used by other health care providers. WACHS acts as custodian of the information in CISS.

Is my information on CISS kept safe and secure?

CISS is a State of Western Australia WACHS website. The protection and security of your health information is something the State and WACHS takes seriously. WACHS is committed to keeping your personal and health information safe and secure at all times. But you should be aware that the World Wide Web is an insecure public network that gives rise to a potential risk that a user's transactions are being viewed, intercepted or modified by third parties or that files which you may download may contain computer viruses, disabling codes, worms or other devices or defects.

CISS website may contain links to other websites. WACHS is not responsible for the content or the privacy practices of other websites and encourages you to examine each website's privacy policy.

Although WACHS takes all reasonable precautions to keep your personal and health information safe and secure, the State and WACHS cannot guarantee the security of any information on CISS, and we will not be liable for any unauthorised access to CISS.

If WACHS becomes aware of a security breach which affects your personal and health information, someone from WACHS will contact you as soon as practicable, but you must be aware that any

information which is added to CISS is added at your own risk. If you become aware of any problems with the security of your information on CISS, you should immediately phone the System Support Officer on 0428 786 806 (Monday-Friday, during business hours) or email: healthnavigator@health.wa.gov.au

Will any of my personal or health information be used or passed to anyone other than my doctor, hospitals or other health care providers?

WACHS will only use and/or pass on your personal or health information for the purposes for which it was collected. WACHS may be compelled to disclose your information to other parties if required to do so by law.

WACHS may also disclose your information to authorised users of the website that require information in order to carry out their duties or to service providers who assist WACHS in managing and controlling country public hospitals. When your personal or health information is disclosed to other parties, those other parties will be required to comply with legislation which contains secrecy or confidentiality provisions such as the *Public Sector Management Act 1994 (WA)* and the *Criminal Code (WA)* and any relevant common law and equitable obligations, such as the equitable obligation to maintain confidence and whole-of-government policies and departmental policies on information sharing and management.

Although WA does not have privacy legislation, the State Government through the Public Sector Commissioner has issued a circular setting out a policy framework for information sharing between agencies and that circular recommends that it is prudent for government departments and agencies to ensure that their information sharing policies and practices are consistent with accepted minimum information sharing arrangements such as those set out in the *Commonwealth Privacy Act 1988*.

What are my responsibilities when I view my information on CISS?

It's your responsibility to keep your log-in details and password secret so that no one else can access your information on CISS. You should also take precautions to ensure that when you view your personal information on CISS, you are not exposed to the risk of viruses, malicious computer codes, or other forms of interference which may damage your home computer. The State and WACHS do not accept responsibility for any interference or damage to your home computer which arises in connection with your use of this website or any linked website.

By accessing information on CISS, you acknowledge that the State and WACHS:

- is primarily a distributor of content on this website and may not have editorial control over the content made available on this website;
- in no way verifies the information contained on the website. Any opinions or advice by third parties remain the responsibility of those third parties;
- makes this website and its contents available on an 'as is' basis and where the information made available on this website contains opinions or judgements of third parties and does not purport to endorse the contents of that opinion or advice, nor the accuracy or reliability of that opinion or advice; and does not warrant the availability, functionality or performance of the website, the electronic transmission, receipt authentication, lodgement or any other dealing whatsoever with electronic documents or mail or any other data, or the use of automatic language translation devices in connection with this publication.

If you have any queries or concerns about using the website, please contact the System Support Officer by telephoning 0428 786 806 (Monday-Friday during business hours) or by email: healthnavigator@health.wa.gov.au

Is information on CISS copyright?

All information is copyright in this website, including text, graphics, logos, icons, the selection and arrangement thereof, sound recordings and all software relating to this website belongs to the respective copyright owners. For the purposes of CISS, various items of software have been licensed to WACHS, as governed by the respective licence agreements. This copyright is protected by Australian and International laws.

Other than for the purposes of private study, research, criticism or review, and subject to the conditions prescribed under the *Copyright Act 1968 (Cth)*, you may not in any form or by any means adapt, reproduce, store, distribute, print, display, perform, publish or create derivative works from any part of this website or commercialise any information obtained from any part of this website without the written permission from the owner of the copyright in that material.

You may download, store in cache or local systems, print in hardcopy, and electronically display information or material from your own record for the purposes specified in this agreement.

Who do I contact if I have a question about CISS which isn't answered in this paper?

Please contact the System Support Officer by telephoning 0428 786 806 (Monday-Friday during business hours) or by email: healthnavigator@health.wa.gov.au