

ONE INITIATIVE FAQs

HELPFUL INFORMATION FOR PATIENTS AND FAMILIES

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What is the ONE Initiative?

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Why is a shared electronic health information system being implemented?

Our current health information systems do not support the future of digital health. A shared electronic health information system will make patient care safer, better, and smarter.

The transformation will benefit our patients in many important ways, including:

- ✔ Helping prevent medication errors.
- ✔ Providing care teams with complete and timely access to a patient's journey.
- ✔ Helping patients tell their story/history.
- ✔ Eliminating difficult-to-read handwritten notes.
- ✔ Keeping a patient's medical record in one single, secure, and accessible place.

Will I experience delays when the new system is launched?

We apologize for delays that may occur during the implementation. A new system is being introduced that will improve your care experience. While your care team becomes more familiar with our new technology, some processes may take longer than usual.

During this transition, we are adding additional staff to provide you and all of our patients with the best care possible. Your safety will not be impacted. Our focus remains providing the best care possible to our patients and their families. We appreciate your patience during this time of transition.

Will the care I receive change with this new system?

The new system provides safer, better, smarter care for patients. This transformation has been carefully planned and developed to meet the specific needs of this region. To learn more about how your care is being transformed with the ONE Initiative, visit www.nbrhc.on.ca



Is my electronic health information secure in this new system?

Yes, North Bay Regional Health Centre is committed to keeping your health information confidential and secure. Access to your health information is limited to authorized people in your Circle of Care, a term used to describe the healthcare providers treating you who need information to provide that care.

Protecting your health information is not just the right thing to do, it is the law. Ontario's healthcare privacy law (Personal Health Information Protection Act, 2004), as well as other applicable laws, and security and privacy policies and procedures, mandate that (Hospital) is responsible for ensuring personal health information is held securely and confidentially.

If you are interested in more information about the laws protecting your data, visit

<https://www.ipc.on.ca/health/your-health-privacy-rights-in-ontario/> and <https://www.ontario.ca/laws/statute/04p03>

Am I able to view my electronic health information now?

At the present time, the system does not include a patient portal for you to view your health information. However, the new system is the foundation for the patient portal that will be launched in the future.

Where can I obtain more information if I have questions?

For more information about the privacy and security of your digital health information, please visit www.nbrhc.on.ca. You may also contact HISProject@nbrhc.on.ca if you have additional questions.

During the launch of our new electronic health information system many additional support staff will be in our patient care areas. They are system experts and care providers from our partner hospitals in Sault Ste. Marie and Parry Sound. Our staff and physicians have received training on the new system; this additional support is to help them become accustomed to the changes. Your patient care continues to be provided by your care team at the hospital.

Please ask your Care Team if you have any questions.

SAFER. BETTER. SMARTER