



electronic
CHILD HEALTH NETWORK

Managing Patient Consent on the eCHN Portal

User Guide/Manual

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1. What is eCHN?

The electronic Child Health Network (eCHN) is a non-profit government-funded organization which provides electronic services to health information custodian clients such as hospitals, Community Care Access Centres, health care group practices and independent health care practitioners. eCHN provides custodians and their authorized users with access to an electronic health records repository known as WebChart, which facilitates the secure disclosure of personal health information (PHI) between health information custodians in Ontario. Access to the patient information in eCHN is provided solely to support the provision of health care. The data available on eCHN must not be used for research or any secondary purpose.

The information available via the eCHN Portal's WebChart application includes:

- Laboratory Data and Microbiology Reports
- Diagnostic Images and Reports
- Medication Administration Reports
- Admission, Discharge and Transfer Records
- Treatment notes and Alerts
- Cardiology
- Newborn Screening
- Scanned Documents
- Demographics

The data within the eCHN system may not be a complete health record. Information in the eCHN WebChart application is contributed from custodian organizations¹ in Ontario. Contributing clients are not obligated to submit the entire chart for any given patient record.

It is strictly prohibited for authorized users to access the PHI from the WebChart application for research or data mining purposes. eCHN WebChart access may be audited by members of the eCHN Privacy Office or by Privacy Officers from client organizations to ensure appropriate access/use of patient data by users.

¹ Health Information Custodians as defined in PHIPA Section 3(1) 1 – 4.



2. Patient Consent

The *Personal Health Information Act, 2004* (PHIPA) outlines the requirement that the knowledge and consent of an individual patient is required for the collection, use or disclosure of PHI, notwithstanding any exceptions in the statute. If a patient has not yet reached the age of majority within their province, or is not considered a mature minor, then consent may be granted/revoked by the patient's parent(s), guardian or substitute decision maker (SDM).

Consent for the transfer of patient data to eCHN is managed by each contributing client in accordance with their policies and procedures. Client organizations that submit PHI to eCHN must ensure that they have followed the consent requirements of PHIPA prior to releasing the data. Additionally, authorized eCHN users must ensure they are operating in compliance with PHIPA and their organization's consent protocols, as they pertain to the viewing of patient charts/records for the provision of care.

A patient who has provided their consent to a contributing eCHN client for the transfer of their PHI to eCHN may, at any time, withdraw that consent. Requests for changes to consent directives from a patient must be made by the patient to the contributing eCHN client organization.

2.1. What is Implied Consent?

Implied consent is not expressly granted by an individual, but rather a consent which can be inferred from the individual's actions, or in some cases their inaction/silence in a particular situation.

For example when a patient visits a health care provider, that patient is expected to supply relevant information to the provider in order to receive the appropriate care. This is an example of "implied consent" where the patient doesn't necessarily need to be asked "do you consent to provide your health information in order to receive treatment?" The actions of the patient imply that consent is granted for the collection of relevant patient health information.

2.2. What is Express Consent?

Express consent is a clear and voluntary preference or choice which is freely given in circumstances where the individual has been advised of the available options and the consequences of their decision. Express consent in a health care setting is often documented through the use of a consent form, waiver, or by other means of recording an individual's affirmation.

PHIPA requires that the express consent of a patient be gained in situations where:

- a. a health information custodian is going to disclose data to a person that is not a HIC, or
- b. where a HIC makes a disclosure of PHI to another health information custodian for purposes other than the provision of care.²

2.3. Emergency Situations and Consent

PHIPA also outlines situations under which a custodian may disclose PHI to other health information custodian(s) in order to reduce the significant risk of serious bodily harm to an individual. In such situations

² PHIPA, section 18(3)



of potential serious bodily harm, the disclosure of PHI maybe made without the consent of the individual to whom the information relates. One such exception to consent occurs when it is impossible or impractical to obtain consent, such as with emergency medical situations.

Additional information emergency overrides can be found in section 3.5 of this guide.

2.4. Consent Management at eCHN

eCHN has developed consent management tools to assist clients with the application of patient consent directives related to eCHN. Various methods are employed by eCHN to manage both access consent to a patient's PHI and transactional consent for the receipt and posting of a patient's PHI.

At eCHN, an **"Access"** consent restriction is when a patient blocks access to their PHI which exists in the eCHN system. An access consent restriction maybe requested by a client to block access to a patients' full chart or to specific records found within that chart. It is up to each Client to determine which access restriction option best aligns with their organization's consent policy rules.

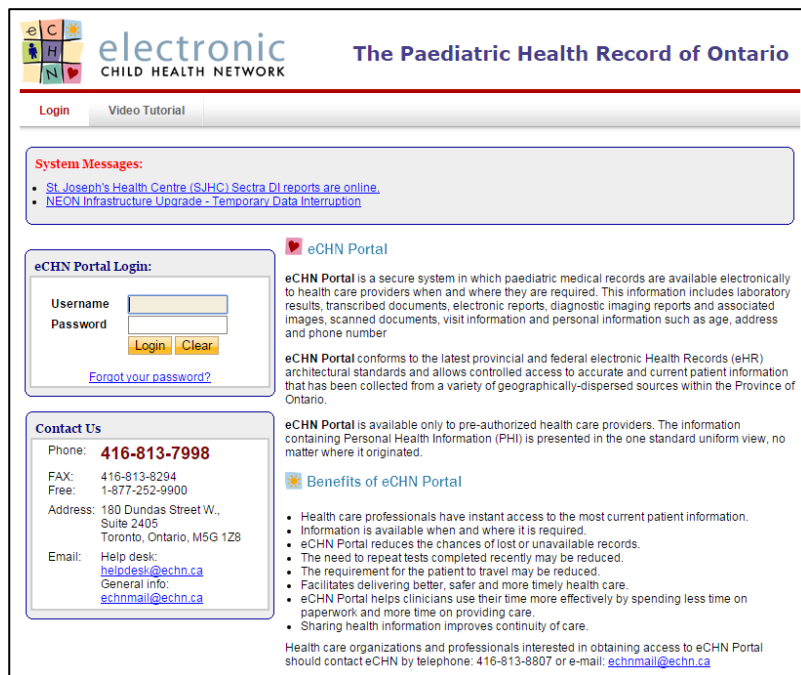
A **"Transactional"** consent restriction is when a patient withdraws their consent for the transmission of their PHI from a contributing client site to eCHN and/or posting of their patient data to WebChart. Once transactional consent blocks are put in place, data transmission/posting stops from that point in time forward, not retroactively.

3. Using the Consent Management Application

3.1 Logging Onto to eCHN

3.1.1 To access the eCHN Consent Management application, navigate to the eCHN Portal login page at <https://hinet.echn.ca>.

Note: The eCHN Portal is only available to authorized users. In order to become an authorized user please request an eCHN Portal Access Application Form from the eCHN Helpdesk at 416-813-7998 or by email at helpdesk@echn.ca.



electronic
CHILD HEALTH NETWORK

The Paediatric Health Record of Ontario

Login Video Tutorial

System Messages:

- St Joseph's Health Centre (SJHC) Sectra DI reports are online.
- NEON Infrastructure Upgrade - Temporary Data Interruption

eCHN Portal Login:

Username

Password

Login Clear

[Forgot your password?](#)

eCHN Portal

eCHN Portal is a secure system in which paediatric medical records are available electronically to health care providers when and where they are required. This information includes laboratory results, transcribed documents, electronic reports, diagnostic imaging reports and associated images, scanned documents, visit information and personal information such as age, address and phone number.

eCHN Portal conforms to the latest provincial and federal electronic Health Records (eHR) architectural standards and allows controlled access to accurate and current patient information that has been collected from a variety of geographically-dispersed sources within the Province of Ontario.

eCHN Portal is available only to pre-authorized health care providers. The information containing Personal Health Information (PHI) is presented in the one standard uniform view, no matter where it originated.

Benefits of eCHN Portal

- Health care professionals have instant access to the most current patient information.
- Information is available when and where it is required.
- eCHN Portal reduces the chances of lost or unavailable records.
- The need to repeat tests completed recently may be reduced.
- The requirement for the patient to travel may be reduced.
- Facilitates delivering better, safer and more timely health care.
- eCHN Portal helps clinicians use their time more effectively by spending less time on paperwork and more time on providing care.
- Sharing health information improves continuity of care.

Health care organizations and professionals interested in obtaining access to eCHN Portal should contact eCHN by telephone: 416-813-8807 or e-mail: echnmail@echn.ca

Contact Us

Phone: **416-813-7998**

FAX: 416-813-8294
Free: 1-877-252-9900

Address: 180 Dundas Street W.,
Suite 2405
Toronto, Ontario, M5G 1Z8

Email: Help desk: helpdesk@echn.ca
General info: echnmail@echn.ca

3.1.2 Enter your username and password in the eCHN Portal Login box. Select the yellow *Login* button to continue.



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Login Video Tutorial

System Messages:

- St Joseph's Health Centre (SJHC) Sectra DI reports are online.
- NEON Infrastructure Upgrade - Temporary Data Interruption

eCHN Portal Login:

Username

Password

Login Clear

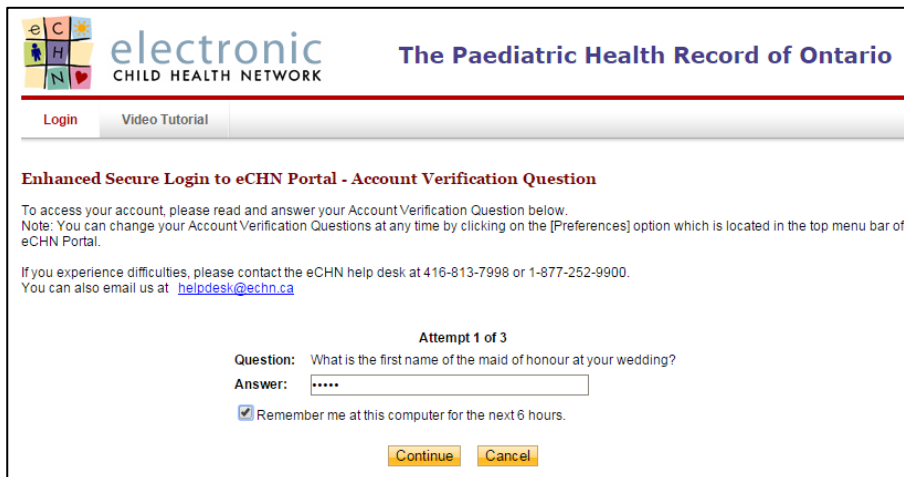
[Forgot your password?](#)

eCHN Portal

eCHN Portal is a secure system in which paediatric medical records are available electronically to health care providers when and where they are required. This information includes laboratory results, transcribed documents, electronic reports, diagnostic imaging reports and associated images, scanned documents, visit information and personal information such as age, address and phone number.

eCHN Portal conforms to the latest provincial and federal electronic Health Records (eHR) architectural standards and allows controlled access to accurate and current patient information that has been collected from a variety of geographically-dispersed sources within the Province of Ontario.

3.1.3 Enter the answer to your Account Verification Question and select the yellow *Continue* button.



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CHILD HEALTH NETWORK

The Paediatric Health Record of Ontario

Login Video Tutorial

Enhanced Secure Login to eCHN Portal - Account Verification Question

To access your account, please read and answer your Account Verification Question below.
Note: You can change your Account Verification Questions at any time by clicking on the [Preferences] option which is located in the top menu bar of eCHN Portal.

If you experience difficulties, please contact the eCHN help desk at 416-813-7998 or 1-877-252-9900.
You can also email us at helpdesk@echn.ca

Attempt 1 of 3

Question: What is the first name of the maid of honour at your wedding?

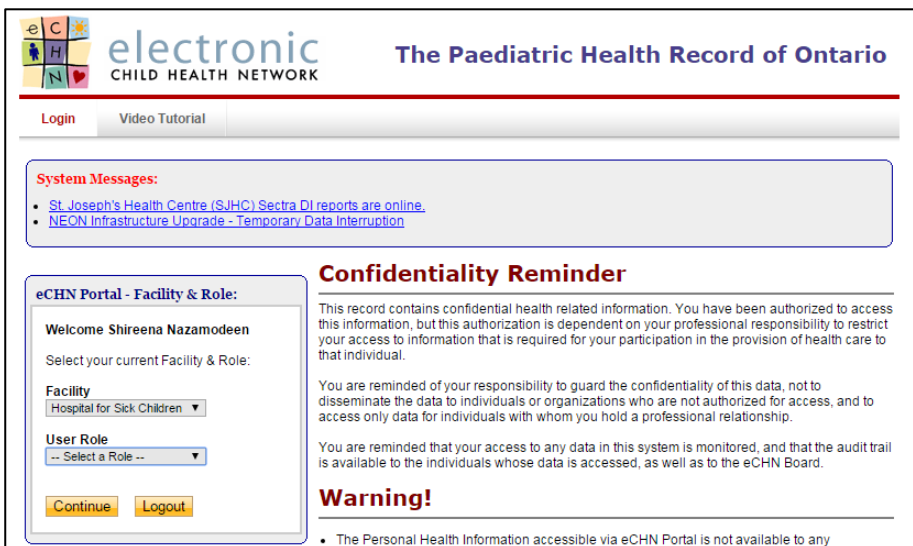
Answer:

☒ Remember me at this computer for the next 6 hours.

Continue Cancel

3.1.4 Verify your Facility and User Role as displayed within the eCHN Portal – Facility & Role box.

Note: If the facility/user role displayed is not accurate please contact the eCHN Helpdesk at 416-813-7998 or helpdesk@echn.ca for assistance. If you are authorized for more than one role/facility you must select the appropriate role/facility for the task being performed and select the yellow *Continue* button.



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CHILD HEALTH NETWORK

The Paediatric Health Record of Ontario

Login Video Tutorial

System Messages:

- [St. Joseph's Health Centre \(SJHC\) Sectra DI reports are online.](#)
- [NEON Infrastructure Upgrade - Temporary Data Interruption](#)

eCHN Portal - Facility & Role:

Welcome Shireena Nazamodeen

Select your current Facility & Role:

Facility
Hospital for Sick Children ▼

User Role
-- Select a Role -- ▼

Continue Logout

Confidentiality Reminder

This record contains confidential health related information. You have been authorized to access this information, but this authorization is dependent on your professional responsibility to restrict your access to information that is required for your participation in the provision of health care to that individual.

You are reminded of your responsibility to guard the confidentiality of this data, not to disseminate the data to individuals or organizations who are not authorized for access, and to access only data for individuals with whom you hold a professional relationship.

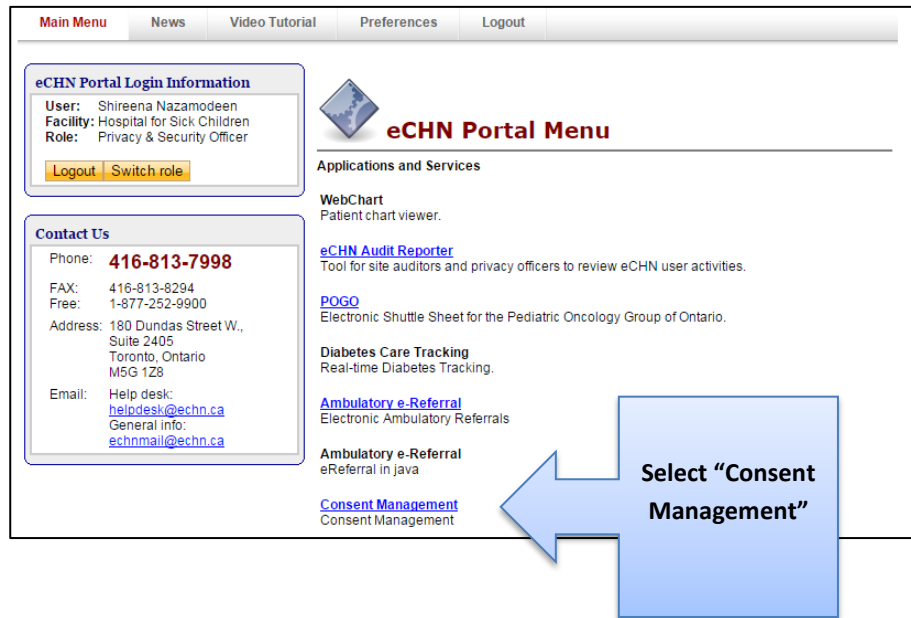
You are reminded that your access to any data in this system is monitored, and that the audit trail is available to the individuals whose data is accessed, as well as to the eCHN Board.

Warning!

- The Personal Health Information accessible via eCHN Portal is not available to any

3.2 Conducting a Patient Search in the Consent Management Tool

3.2.1 From the eCHN Portal Menu click on the blue highlighted and underlined *Consent Management* link.



eCHN Portal Login Information
User: Shireena Nazamodeen
Facility: Hospital for Sick Children
Role: Privacy & Security Officer
Logout Switch role

Contact Us
Phone: **416-813-7998**
FAX: 416-813-8294
Free: 1-877-252-9900
Address: 180 Dundas Street W., Suite 2405
Toronto, Ontario M5G 1Z8
Email: Help desk: helpdesk@echn.ca
General info: echnmail@echn.ca

eCHN Portal Menu

Applications and Services

WebChart
Patient chart viewer.

eCHN Audit Reporter
Tool for site auditors and privacy officers to review eCHN user activities.

POGO
Electronic Shuttle Sheet for the Pediatric Oncology Group of Ontario.

Diabetes Care Tracking
Real-time Diabetes Tracking.

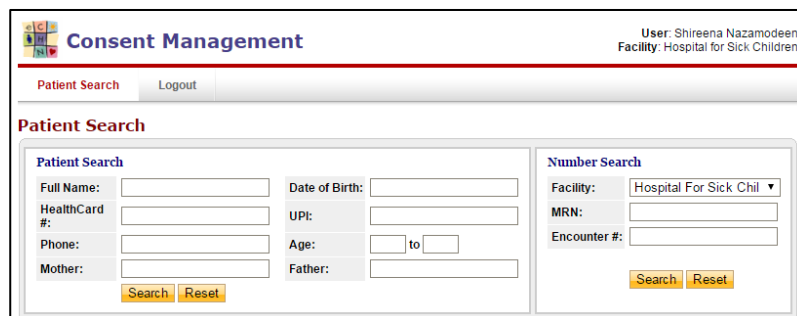
Ambulatory e-Referral
Electronic Ambulatory Referrals

Ambulatory e-Referral
eReferral in java

Consent Management
Consent Management

Select "Consent Management"

3.2.2 Search for the patient requesting consent revocation or reinstatement. By entering the patient details into the Patient Search fields. For an optimal search, best practice is to enter information into one of three data fields: Full Name, Health Card # or MRN.



Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

Full Name: **Date of Birth:**

HealthCard #: **UPI:**

Phone: **Age:** to

Mother: **Father:**

Search **Reset**

Number Search

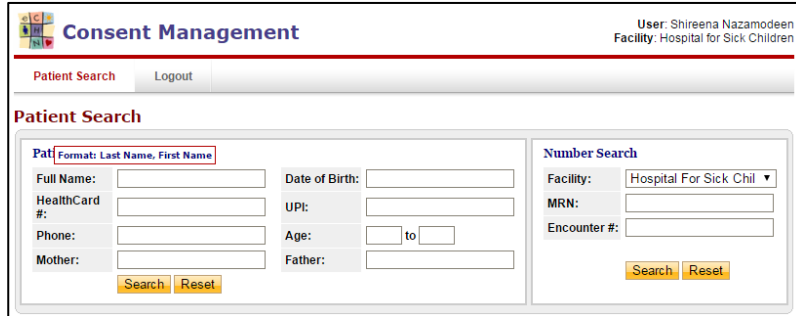
Facility: Hospital For Sick Chil

MRN:

Encounter #:

Search **Reset**

- When entering information into the "Full Name" field, enter the patient's name using the following format: lastname, firstname (e.g Smith, John).



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

Pat **Format: Last Name, First Name**

Full Name: Date of Birth:

HealthCard #: UPI:

Phone: Age: to

Mother: Father:

Search Reset

Number Search

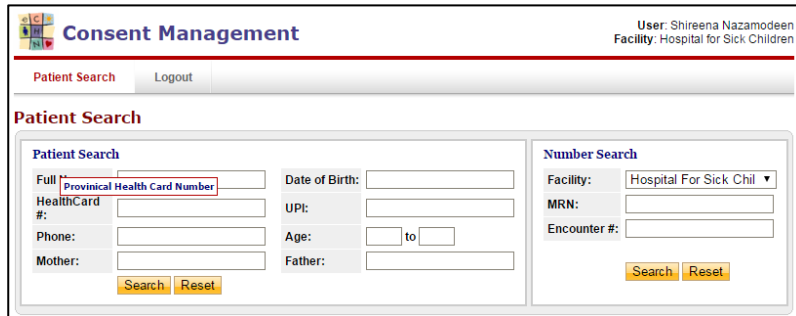
Facility: Hospital For Sick Chil

MRN:

Encounter #:

Search Reset

- In the “HealthCard #” field, please enter the patient’s Ontario Health Insurance Plan (OHIP) card number without the version code.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

Patient Search

Full **Provincial Health Card Number** Date of Birth:

HealthCard #: UPI:

Phone: Age: to

Mother: Father:

Search Reset

Number Search

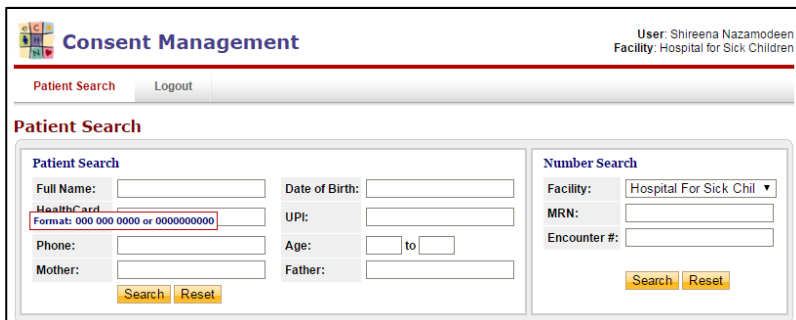
Facility: Hospital For Sick Chil

MRN:

Encounter #:

Search Reset

- Should you opt to search by phone number, , avoid using dashes (-) in the “Phone” field. Example: 4168137998.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

Patient Search

Full Name: Date of Birth:

HealthCard **Format: 000 000 0000 or 0000000000** UPI:

Phone: Age: to

Mother: Father:

Search Reset

Number Search

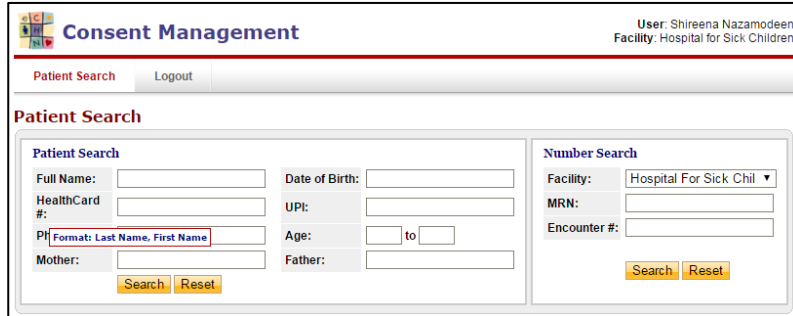
Facility: Hospital For Sick Chil

MRN:

Encounter #:

Search Reset

- If conducting a search using the names of the patient’s mother or father, use the following format to enter the names: lastname, firstname.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

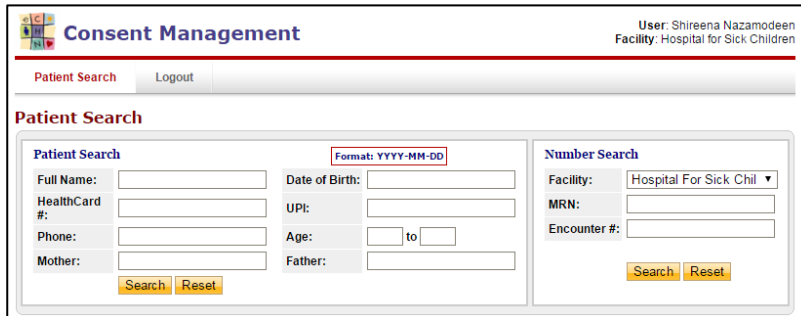
Patient Search

Full Name: Date of Birth:
 HealthCard #: UPI:
 PH: Format: Last Name, First Name Age: to
 Mother: Father:
 Search Reset

Number Search

Facility: Hospital For Sick Chil
 MRN:
 Encounter #:
 Search Reset

- In the “Date of Birth” field, enter the numbers as year-month-day. Example: for January 31, 2010, enter 2010-01-31.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

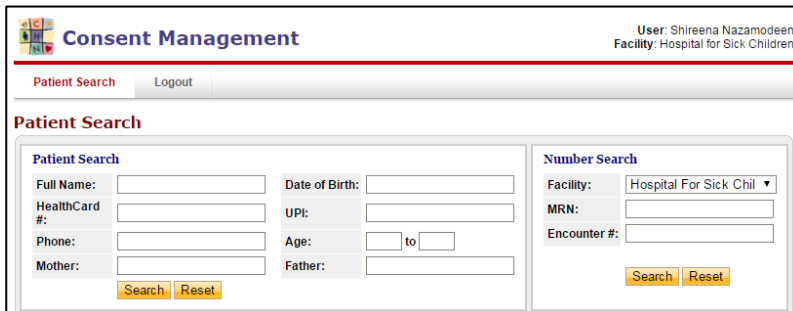
Patient Search

Full Name: Date of Birth: Format: YYYY-MM-DD
 HealthCard #: UPI:
 Phone: Age: to
 Mother: Father:
 Search Reset

Number Search

Facility: Hospital For Sick Chil
 MRN:
 Encounter #:
 Search Reset

- The “Facility” field will default to the facility you selected/verified in step 3.1.4.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Patient Search

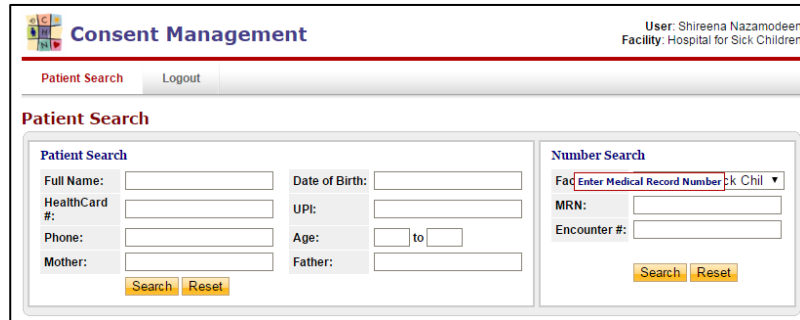
Patient Search

Full Name: Date of Birth:
 HealthCard #: UPI:
 Phone: Age: to
 Mother: Father:
 Search Reset

Number Search

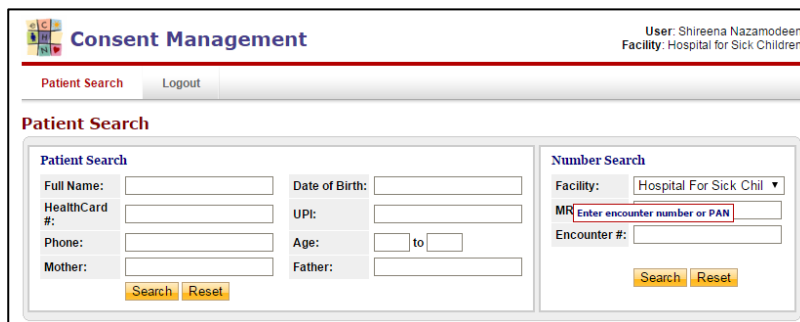
Facility: Hospital For Sick Chil
 MRN:
 Encounter #:
 Search Reset

- If searching by “MRN” , please enter the medical record number associated with the patient at your facility.



The screenshot shows the 'Consent Management' portal. At the top right, it displays 'User: Shireena Nazamodeen' and 'Facility: Hospital for Sick Children'. Below the header, there are tabs for 'Patient Search' and 'Logout'. The main section is titled 'Patient Search' and contains two search panels. The 'Patient Search' panel on the left has fields for Full Name, HealthCard #, Date of Birth, UPI, Phone, Age (with a range selector), Mother, and Father. The 'Number Search' panel on the right has a dropdown for Facility (set to 'Hospital For Sick Chil'), a field for MRN with a placeholder 'Enter Medical Record Number', and an Encounter # field. Both panels have 'Search' and 'Reset' buttons.


- The “Encounter #” is a unique identifier assigned by a hospital to a patient and represents a specific hospital visit.



This screenshot is similar to the previous one but highlights the 'MRN' field in the 'Number Search' panel. The placeholder text for the MRN field is 'Enter encounter number or PAN'. The 'Facility' dropdown is also visible, set to 'Hospital For Sick Chil'.

3.2.3 Once you have entered data into the Patient Search fields, select the *Search* button. The results will be displayed based on the information entered.

Note: You will only be provided with a list of patients from your facility.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Patient Search

Patient Search

Full Name:
Date of Birth:

HealthCard #:
UPI:

Phone:
Age: to

Mother:
Father:

[Search](#)
[Reset](#)

Number Search

Facility:

MRN:

Encounter #:


[Search](#)
[Reset](#)

Search Results

18 Patients found, displaying 15 patients, from 1 to 15. Page 1 / 2

| Last Name ↑ | First Name | Middle Name | Gender | Birth Date | Heath Card # | Prov. |
|------------------------------|------------------------------|-------------|--------|------------|--------------|-------|
| ECHNPHR09801 | ECHNPHR09801 | | ♂ | 1997-04-13 | ECHNPHR09801 | |
| ECHNPHR10 | CHILD10 | | ♂ | 2009-07-21 | 5901114504 | |
| ECHNPHR11 | CHILD11 | | ♂ | 2009-07-22 | 5901114505 | |
| ECHNPHR12 | CHILD12 | | ♂ | 2009-07-23 | 5901114506 | |
| ECHNPHR1301 | ECHNPHR1301 | | ♂ | 1997-04-13 | ECHNPHR1301 | |
| ECHNPHR14 | CHILD14 | | ♂ | 2009-07-25 | 5901114508 | |
| ECHNPHR15 | CHILD15 | | ♂ | 2009-07-26 | 5901114509 | |
| ECHNPHR16 | CHILD16 | | ♂ | 1997-07-26 | 5903333509 | |
| ECHNPHR2 | CHILD2 | | ♀ | 1999-07-14 | 5901114496 | |
| ECHNPHR3 | CHILD3 | | ♀ | 2009-07-14 | 5901114497 | |
| ECHNPHR4 | CHILD4 | | ♀ | 2009-07-15 | 5901114498 | |
| ECHNPHR5 | CHILD5 | | ♀ | 2009-07-16 | 5901114499 | |
| ECHNPHR6 | CHILD6 | | ♀ | 2009-07-17 | 5901114500 | |
| ECHNPHR7 | CHILD7 | | ♀ | 2009-07-18 | 5901114501 | |
| ECHNPHR8 | CHILD8 | | ♀ | 2009-07-19 | 5901114502 | |

3.2.4 Select the correct patient from the search results by clicking on the blue highlighted and underlined patient name.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Patient Search

Patient Search

Full Name:
Date of Birth:

HealthCard #:
UPI:

Phone:
Age: to

Mother:
Father:

[Search](#)
[Reset](#)

Number Search

Facility:

MRN:

Encounter #:

[Search](#)
[Reset](#)

Search Results

18 Patients found, displaying 15 patients, from 1 to 15. Page 1 / 2

| Last Name ↑ | First Name | Middle Name | Gender | Birth Date | Heath Card # | Prov. |
|------------------------------|------------------------------|-------------|--------|------------|--------------|-------|
| ECHNPHR09801 | ECHNPHR09801 | | ♂ | 1997-04-13 | ECHNPHR09801 | |
| ECHNPHR10 | CHILD10 | | ♂ | 2009-07-21 | 5901114504 | |
| ECHNPHR11 | CHILD11 | | ♂ | 2009-07-22 | 5901114505 | |
| ECHNPHR12 | CHILD12 | | ♂ | 2009-07-23 | 5901114506 | |
| ECHNPHR1301 | ECHNPHR1301 | | ♂ | 1997-04-13 | ECHNPHR1301 | |
| ECHNPHR14 | CHILD14 | | ♂ | 2009-07-25 | 5901114508 | |

3.2.5 The Consent Summary for the selected patient will be displayed. Verify the patient's demographic information before proceeding with consent revocation or reinstatement. If this is not the correct patient, go back to the search results by clicking on the yellow *Back To Search Results* button.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Consent Summary - ECHNPHR10, CHILD10
[Back To Search Results](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

Access Consent
* Hover your mouse over the table items for more information

Chart Access Consent

| | | |
|---------|-----------|--------------------------------|
| Status: | Permitted | Revoke Consent |
|---------|-----------|--------------------------------|

Document Access (Lockbox) Consent

| | |
|--|------------------------------|
| Request Summary Count (no completed or pending requests) | Request Form |
|--|------------------------------|

Transactional Consent

| | |
|--|------------------------------|
| 1 Unique MRNs (no revoked or pending requests) | Request Form |
|--|------------------------------|

“Back to
Search
Results”

3.3 Applying an Access Restriction to a Patient Chart

Access Consent at eCHN

An “Access” consent restriction is when a patient blocks access to their PHI which exists in the eCHN system. Access consent blocks are communicated from the patient to the contributing client. Each client must notify eCHN of the access consent restrictions requested by the patient. eCHN will promptly process all consent directives upon notification by the client.

The functionality exists in eCHN to apply access restrictions to a patient’s full chart or to specific records found within a patient chart. Chart level access restrictions may be applied to an entire patient chart by any client that contributed data to eCHN for the relevant patient. It is up the client to determine if they will apply a chart level or document-specific access restriction to a patient chart.

- 3.3.1 To apply an access consent restriction to a patient chart, first you must search and select the relevant patient. Please follow the instructions in section 3.1 and 3.2 of this guide to learn how to login to the eCHN Portal, enter the Consent Management tool and select a patient.

After a patient has been selected, request a Chart Access Consent revocation by choosing the yellow *Revoke Consent* button.



User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Consent Summary - ECHNPHR10, CHILD10 [Back To Search Results](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | ECHNPHR10 | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

Access Consent * Hover your mouse over the table items for more information

Chart Access Consent

Status: Permitted [Revoke Consent](#)

Document Access (Lockbox) Consent


Request Summary Count (no completed or pending requests) [Request Form](#)

Transactional Consent

1 Unique MRNs (no revoked or pending requests) [Request Form](#)

Select
“Revoke
Consent”

- 3.3.2 The Manage Consent page will be displayed. All blank fields are mandatory and must be completed in order to submit the request.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search
Logout

Manage Consent - ECHNPHR10, CHILD10
Cancel

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | |

Requestor Information

| | |
|-----------------|---------------------------|
| Requestor Name: | |
| Relationship: | - Select Relationship - ▾ |

Requestor Instructions

Request Date: 2016/01/12

☐ Revoke Chart Access Consent
Do not allow viewing of all existing PHI for: CHILD10 ECHNPHR10 (if available) on eCHN.

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

Submit
Cancel

- The User Information section confirms the details of the authorized user (you) performing the requested consent directive. The “Phone Number” is required so eCHN may follow-up on any questions regarding the request.

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | |

- The Requestor Information section prompts the user to select details about the individual making the request for revocation/reinstatement of consent. Use the dropdown menu to choose the requestor's relationship to the patient.

Requestor Information

Requestor Name:
Relationship:

- Select Relationship -

Self
Mother
Father
Grandparent
Sister
Brother
Aunt
Uncle
Stepmother
Stepfather
Fosterparent
Guardian
Legal Ward
Children's Aid
Other

Requestor Instructions

Request Date: 2016/01/12
☐ Revoke Chart Access
Do not allow viewing of all existing PHI for CHILD10 ECHNPHR10 (if available) on eCHN.

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

- The Requestor Instructions section requires the user to click in the checkbox to confirm revocation or reinstatement of consent for the specific patient.

Requestor Instructions

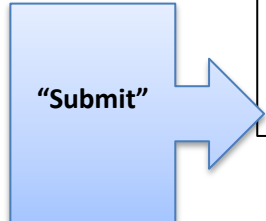
Request Date: 2016/01/12
☐ Revoke Chart Access Consent
Do not allow viewing of all existing PHI for CHILD10 ECHNPHR10 (if available) on eCHN.


- The Disclaimer provides general information on the results of consent withdrawal for patient data that is in the eCHN system.

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

- 3.3.3 Once all the required information has been entered, select the yellow *Submit* button at the bottom of the page.




Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Manage Consent - ECHNPHR10, CHILD10
[Cancel](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | |

Requestor Information

| | |
|-----------------|-------------------------|
| Requestor Name: | |
| Relationship: | - Select Relationship - |

Requestor Instructions

Request Date: 2016/01/12

☐ Revoke Chart Access Consent
Do not allow viewing of all existing PHI for CHILD10 ECHNPHR10 (if available) on eCHN.


Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

[Submit](#)
[Cancel](#)

- 3.3.4 Once submitted, the Status (highlighted in green) will change to “Permitted, Pending Revocation”, for this specific patient’s Chart Access Consent.

Note: An ECR Code is assigned to each consent change request, along with the date the request was submitted, the authorized eCHN user who entered the request, the name of the requestor, the type of request made (revoke or reinstate), and the status of the request.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Consent Summary - ECHNPHR10, CHILD10
[Back To Search Results](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |


Access Consent
* Hover your mouse over the table items for more information

Chart Access Consent

Status: **Permitted, Pending Revocation**
[Revoke Consent](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | Request | Status |
|----------------------------------|--------------|---------------------|------------|---------|---------|
| CM20160112112463 | 2016/01/12 | Shireena Nazamodeen | Mommy Echn | Revoke | Pending |

3.3.5 To view the details of the submitted consent request, you may select the ECR code link. The request status and general information will be available for viewing by the user.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Consent Request - CM20160112112463
[Return](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

Request Information

| | |
|-----------------|-----------------------------|
| Status: | Pending |
| Requested Date: | 2016/01/12 |
| Approval Date: | Pending |
| Action: | Revoke Chart Access Consent |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | (416) 813-7998 |

Requestor Information

| | |
|-----------------|------------|
| Requestor Name: | Mommy Echn |
| Relationship: | Mother |

[Return](#)

3.3.6 Once a consent request is processed by the eCHN Privacy Office you will see the Status (highlighted in red) change to Revoked.

Access Consent
* Hover your mouse over the table items for more information

Chart Access Consent

Status: **Revoked**
[Reinstate Consent](#)

3.4 Applying an Access Restriction to a Patient Record(s) within a Chart – “Lockbox”

3.4.1 To apply an access consent restriction to a patient record(s), first you must search and select the relevant patient. Please follow the instructions in section 3.1 and 3.2 of this guide to learn how to login to the eCHN Portal, enter the Consent Management tool and select a patient.

After a patient has been selected, request a Document Access (Lockbox) Consent revocation by choosing the yellow *Request Form* button.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Logout

Consent Summary - ECHNPHR10, CHILD10 [Back To Search Results](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

Access Consent * Hover your mouse over the table items for more information

Chart Access Consent

Status: Permitted [Revoke Consent](#)

Document Access (Lockbox) Consent

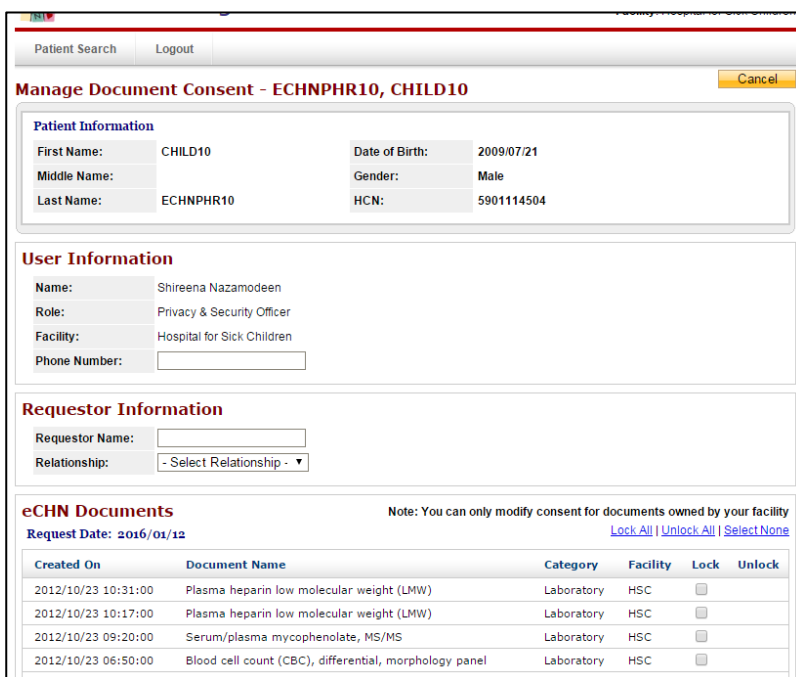
Request Summary Count (no completed or pending requests) [Request Form](#)

Transactional Consent

1 Unique MRNs (no revoked or pending requests) [Request Form](#)

Select
“Request
Form”

3.4.2 The Manage Consent page will be displayed. All blank fields are mandatory and must be completed in order to submit the request.



Manage Document Consent - ECHNPHR10, CHILD10 [Cancel](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

User Information

Name: Shireena Nazamodeen
Role: Privacy & Security Officer
Facility: Hospital for Sick Children
Phone Number:

Requestor Information

Requestor Name:
Relationship:

eCHN Documents Note: You can only modify consent for documents owned by your facility
[Lock All](#) | [Unlock All](#) | [Select None](#)

Request Date: 2016/01/12

| Created On | Document Name | Category | Facility | Lock | Unlock |
|---------------------|--|------------|----------|--------------------------|--------------------------|
| 2012/10/23 10:31:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 10:17:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 09:20:00 | Serum/plasma mycophenolate, MS/MS | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 06:50:00 | Blood cell count (CBC), differential, morphology panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |

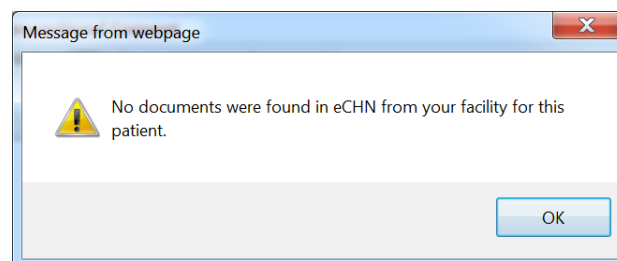
- The User Information section confirms the details of the authorized user (you) performing the requested consent directive. The “Phone Number” is required so eCHN may follow-up on any questions regarding the request.

| User Information | |
|------------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | <input type="text"/> |

- The Requestor Information section prompts the user to select details about the individual making the request for revocation/reinstatement of consent. Use the dropdown menu to choose the requestor’s relationship to the patient.

| Requestor Information | |
|---|---|
| Requestor Name: | <input type="text"/> |
| Relationship: | <div> <div>- Select Relationship -</div> <div> <div>- Select Relationship -</div> <div>Self</div> <div>Mother</div> <div>Father</div> <div>Grandparent</div> <div>Sister</div> <div>Brother</div> <div>Aunt</div> <div>Uncle</div> <div>Stepmother</div> <div>Stepfather</div> <div>Fosterparent</div> <div>Guardian</div> <div>Legal Ward</div> <div>Children's Aid</div> <div>Other</div> </div> </div> |
| Request Date: 2016/01/01 | |
| <input type="checkbox"/> Revoke Chart Access <input type="checkbox"/> Do not allow viewing | |
| Disclaimer <ul style="list-style-type: none"> The person or person's decision to revoke consent is final. Chart access consent records on that person's records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent. | |

- The eCHN Documents section shows a list of records in eCHN associated with the selected patient. If no records are available in eCHN for the patient, a message will be shown to the user as follows:





If there are records in eCHN for the selected patient, a request to lock or unlock one or more records can be submitted. Select the appropriate record(s) by clicking on the checkbox next to the record. To “Lock” a record, select the checkbox in the “Lock” column.

Note: You will only be provided with a list of records from your facility.

| eCHN Documents | | Note: You can only modify consent for documents owned by your facility | | | |
|--------------------------|--|---|----------|--------------------------|--------------------------|
| Request Date: 2016/01/12 | | Lock All Unlock All Select None | | | |
| Created On | Document Name | Category | Facility | Lock | Unlock |
| 2012/10/23 10:31:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 10:17:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 09:20:00 | Serum/plasma mycophenolate, MS/MS | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 06:50:00 | Blood cell count (CBC), differential, morphology panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 05:15:00 | Plasma D-dimer, FEU | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 05:00:00 | Blood erythrocyte sedimentation rate (ESR) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 02:00:00 | Blood cell count (CBC) panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 01:35:00 | Plasma fibrinogen | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 23:15:00 | Plasma heparin activity | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 22:55:00 | Blood cell differential panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 10:45:00 | Blood cyclosporine | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 10:34:00 | Blood tacrolimus (FK-506) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/17 12:14:00 | Serum/plasma alpha-1-fetoprotein | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |

- The Disclaimer provides general information on the results of consent withdrawal for patient data that is in the eCHN system.

| Disclaimer |
|--|
| <ul style="list-style-type: none">• The person or person's representative can choose to reinstate consent at any time.• The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.• Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.• Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent. |

3.4.3 Once all the information has been entered and the records to be locked are selected, submit the request using the yellow *Submit* button at the bottom of the page.

| | |
|----------------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | 416 813 7998 |

Requestor Information

| | |
|------------------------|------------|
| Requestor Name: | Mommy Echn |
| Relationship: | Mother |

eCHN Documents Note: You can only modify consent for documents owned by your facility

Request Date: 2016/01/12 [Lock All](#) | [Unlock All](#) | [Select None](#)

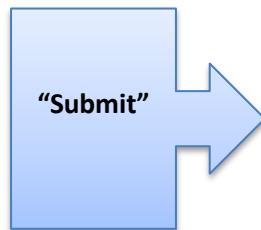
| Created On | Document Name | Category | Facility | Lock | Unlock |
|---------------------|--|------------|----------|-------------------------------------|--------------------------|
| 2012/10/23 10:31:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 10:17:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 09:20:00 | Serum/plasma mycophenolate, MS/MS | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 06:50:00 | Blood cell count (CBC), differential, morphology panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 05:15:00 | Plasma D-dimer, FEU | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 05:00:00 | Blood erythrocyte sedimentation rate (ESR) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 02:00:00 | Blood cell count (CBC) panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 01:35:00 | Plasma fibrinogen | Laboratory | HSC | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 23:15:00 | Plasma heparin activity | Laboratory | HSC | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 22:55:00 | Blood cell differential panel | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 10:45:00 | Blood cyclosporine | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/22 10:34:00 | Blood tacrolimus (FK-506) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/17 12:14:00 | Serum/plasma alpha-1-fetoprotein | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/17 12:14:00 | Serum/plasma alpha-1-fetoprotein | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/15 08:40:00 | Urine homovanillate (HVA) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/11 15:50:00 | Urine vanillylmandelate (VMA) spot test | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/10 08:00:00 | Urine vanillylmandelate, 24 hour | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |

[Lock All](#) | [Unlock All](#) | [Select None](#)

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

Submit **Cancel**



3.4.4 The Request Summary Count now displays (1 pending and 0 completed requests) for the patient's Document Access (Lockbox) Consent. This signifies that there is 1 request submitted by the user for processing by eCHN.

Note: An ECR Code is assigned to each consent change request, along with the date the request was submitted, the authorized eCHN user who entered the request, the name of the requestor, the type of request made (revoke or reinstate), and the status of the request.


Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Logout](#)

Consent Summary - ECHNPHR10, CHILD10
[Back To Search Results](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

Access Consent
* Hover your mouse over the table items for more information

Chart Access Consent

| | | |
|---------|-----------|--------------------------------|
| Status: | Permitted | Revoke Consent |
|---------|-----------|--------------------------------|

Document Access (Lockbox) Consent

Request Summary Count (1 pending and 0 completed requests)
[Request Form](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | # of Docs.* | Request | Status |
|-----------------------------------|--------------|---------------------|------------|-------------|---------|---------|
| CM201601121143773 | 2016/01/12 | Shireena Nazamodeen | Mommy Echn | 4 | Revoke | Pending |

3.4.5 To view the details of the submitted consent request, you may select the ECR code link. The request status and general information will be available for viewing by the user.

Consent Request - CM201601121143773
[Return](#)

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

Request Information

| | |
|-----------------|------------------------------|
| Status: | Pending |
| Requested Date: | 2016/01/12 |
| Approval Date: | Pending |
| Action: | Revoke Consent for Documents |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | (416) 813-7998 |

Requestor Information

| | |
|-----------------|------------|
| Requestor Name: | Mommy Echn |
| Relationship: | Mother |

Documents

| Created On | Document Name | Category | Facility |
|---------------------|---|------------|----------|
| 2012/10/23 10:31:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC |
| 2012/10/23 10:17:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC |

3.4.6 Once the request is processed by the eCHN Privacy Office you will see the Request Summary Count change to (0 pending and 1 completed request).

Document Access (Lockbox) Consent

Request Summary Count (0 pending and 1 completed requests)
[Request Form](#)

3.5 Emergency Override of an Access Restriction

In rare circumstances a physician treating a patient may need emergency access to locked data in a chart. In these cases, the patient may provide their consent to override the lock previously applied to their chart or record.

In emergency situations where the patient is not able to provide consent for viewing locked data, the WebChart application allows for an “EMERGENCY REQUEST OVERRIDE” of the consent lock on the chart or records. This override is only available to authorized eCHN users that are registered with a “Physician” role.

Once a chart or records have been locked, any eCHN user attempting to access the patient’s locked data in WebChart will be presented with an alert, advising the user that the patient has revoked consent to the patient data being requested.

- 3.5.1. Patient search results will identify a locked patient chart by showing a padlock beside the name of the patient. For specific records within a patient chart, a padlock will appear next to the locked record.

Padlock signifies a locked chart

Patient Search Results

2 Patients found, displaying 2 patients, from 1 to 2. Page 1 / 1

| Fav. | Last | First | Middle | Gender | Birth Date | Health Card # | # Docs |
|------|------|---------|--------|--------|------------|---------------|--------|
| | ECHN | DEMO | | ♂ | 1997-11-03 | ECHNDEMOHCN | 517 |
| | ECHN | DEMO500 | | ♀ | 1994-03-27 | 500DEMO | |

Padlock signifies a locked record

| Date | Name |
|------|---|
| | 2015/07/15 bl CBC, diff, morph panel |
| | 2015/07/11 bl CBC, diff, morph panel |
| | 2015/06/08 RN and RD led diabetes assessment form |
| | 2015/05/28 Diabetic dietitian note |
| | 2015/05/08 Locked Document ! |
| | 2015/05/04 Medication administration report |
| | 2015/04/15 Discharge summary |
| | 2015/04/15 Chest |
| | 2015/02/10 Locked Document ! |
| | 2015/03/07 RN and RD led diabetes |

3.5.2. If the locked chart or record is selected by a user, the following “PRIVACY ALERT” will be displayed.

Privacy Alert !

Access to health record has been revoked.

Person Name: ECHN, DEMO500
 Revoked Date: Feb 13, 2012
 Member Site: Hospital For Sick Children
 Requestor Name: QA- isabella
 Relationship to Patient: Other
 Reference Number: CM201202131201965

Emergency Request may be submitted by authorized physicians only.

Please contact the eCHN HelpDesk at 416-813-7998 or toll free at 1-877-252-9900 if you require more information.

“Emergency Request”



3.5.3. If the user is registered as a physician in the eCHN Portal, they may select the *Emergency Request* button as shown on the screen above.

Privacy Alert !

Privacy Alert !
Access to the health record has been revoked.


The patient record you are about to view may not be complete.

Warning !
By confirming the emergency request to override the consent revocation, you agree to the following:

1. A mandatory audit of the emergency override will occur. You may be asked to provide further information at the request of the Privacy Office.
2. You confirm that you are the patient's attending physician.
3. You are making the request because "you believe on reasonable grounds that a disclosure is necessary for the purpose of eliminating or reducing a significant risk of serious bodily harm to a person or group of persons." - PHIPA Section 40(1).

☒ Clinical/Emergency Requirement
☐ Access granted directly by patient

**Select
Emergency
or Patient
Consent;
then
confirm.**



- 3.5.4. The physician must indicate if their access override is to support a clinical emergency, or if the access override has been granted directly by the patient (express consent). The user may then select the *Confirm Request* button to view the chart.

All other authorized eCHN users will receive the following Privacy Alert when they select a locked patient's chart.

Privacy Alert !

Access to this health record has been revoked.

Emergency Request may be submitted by authorized physicians only.

Please contact the eCHN HelpDesk at 416-813-7998 or toll free at 1-877-252-9900 if you require more information.

A consent override by any physician will trigger an immediate notification to the eCHN Privacy and Security Office and a subsequent audit will be initiated to review the circumstances for the override. Emergency override audits will be conducted in cooperation with the Privacy Officer from the site where the event occurred.

3.6 Applying a Transactional Consent Restriction through the Consent Management Application

Transactional Consent at eCHN

A “Transactional” consent restriction is when a patient withdraws their consent for the transmission of their PHI from a contributing client to eCHN and/or the posting of their patient data to WebChart. Once transactional consent blocks are put in place they take effect from that point-in-time forward, not retroactively. Data previously sent to eCHN for the relevant patient will still remain in eCHN. To block the patient data which was previously posted in eCHN, please follow instructions for access restrictions in sections 3.3 and/or 3.4 of this guide.


Many eCHN client organizations block the transmission of patient data themselves for those individuals that have withdrawn consent for its transfer to eCHN. In such cases, eCHN is not notified of the transactional consent restrictions applied at the client site. However, if transactional consent is managed by eCHN, the patient data for which consent is withdrawn/denied will be filtered by eCHN for the relevant patient. All filtered data is deleted by eCHN.

- 3.6.1 To apply a transactional consent restriction through the eCHN Consent Management application, first you must search and select the relevant patient. Please follow the instructions in sections 3.1 and 3.2 of this guide to learn how to login to the eCHN Portal, enter the Consent Management tool and select a patient.

To process a transactional consent revocation request, select the yellow *Request Form* button.



- 3.6.2 The Manage Transactional Consent page will be displayed. All blank fields are mandatory and must be completed in order to submit the request.


Consent Management
User: Shireena Seward
Facility: William Osler Health Care

[Patient Search](#)
[Logout](#)

Manage Transactional Consent - ECHN, FOUR
[Cancel](#)

Patient Information

| | | | |
|--------------|------|----------------|------------|
| First Name: | FOUR | Date of Birth: | 2002/09/01 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | 9999999999 |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Seward |
| Role: | Privacy & Security Officer |
| Facility: | William Osler Health Care |
| Phone Number: | |

Requestor Information

| | |
|-----------------|-------------------------|
| Requestor Name: | |
| Relationship: | - Select Relationship - |

Requestor Instructions
Note: You can only modify consent for MRNs owned by your facility
[Grant All](#) | [Revoke All](#) | [Select None](#)

Request Date: 2016/02/01

| Facility | MRN | Status | Grant | Revoke |
|-----------------------------|------------|-----------|--------------------------|--------------------------|
| William Osler Health Centre | N000600138 | Permitted | <input type="checkbox"/> | <input type="checkbox"/> |

[Grant All](#) | [Revoke All](#) | [Select None](#)

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

[Submit](#)
[Cancel](#)

- The User Information section confirms the details of the authorized user (you) performing the requested consent directive. The “Phone Number” is required so eCHN may follow-up on any questions regarding the request.

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | |

- The Requestor Information section allows the user to select details about the individual making the request for revocation/reinstatement of consent. Use the dropdown menu to choose the requestor’s relationship to the patient.

Requestor Information

Requestor Name:

Relationship:

Requestor Instructions

Request Date: 2016/02/01

☐ Revoke Chart Access

Do not allow viewing of records on that person's eCHN.

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

- The Requestor Instructions require the user to Grant or Revoke consent for the patient MRNs which belong to only your facility. The “Revoke” button is disabled for MRNs that do not belong to the user’s facility. The user must click the relevant checkbox.

Requestor Instructions

Note: You can only modify consent for MRNs owned by your facility

Request Date: 2016/02/01

[Grant All](#) | [Revoke All](#) | [Select None](#)

| Facility | MRN | Status | Grant | Revoke |
|-----------------------------|------------|-----------|--------------------------|--------------------------|
| William Osler Health Centre | N000600138 | Permitted | <input type="checkbox"/> | <input type="checkbox"/> |


[Grant All](#) | [Revoke All](#) | [Select None](#)

- The Disclaimer provides general information on the results of consent withdrawal for the transmission of patient data to eCHN.

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

Note: For clients that manage transactional consent at their own facility, there will be no “Revoke” consent option and the Yellow *Submit* button will be disabled.



Consent Management

User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search
Logout

Manage Transactional Consent - ECHNPHR10, CHILD10

Cancel

Patient Information

| | | | |
|--------------|-----------|----------------|------------|
| First Name: | CHILD10 | Date of Birth: | 2009/07/21 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHNPHR10 | HCN: | 5901114504 |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | Privacy & Security Officer |
| Facility: | Hospital for Sick Children |
| Phone Number: | <input type="text"/> |

Requestor Information

| | |
|-----------------|---------------------------|
| Requestor Name: | <input type="text"/> |
| Relationship: | - Select Relationship - ▾ |

Requestor Instructions

Note: You can only modify consent for MRNs owned by your facility

Request Date: 2016/01/12 [Grant All](#) | [Revoke All](#) | [Select None](#)

| Facility | MRN | Status | Grant | Revoke |
|----------------------------|----------|--|---------------------------|--|
| Hospital For Sick Children | PHRMNR10 | Consent is managed offline by facility | Grant All | Revoke All Select None |

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.


Submit
Cancel

**“Submit”
disabled**

**“Revoke”
option not
available**

3.6.3 Once all the information has been entered and confirmed, select the yellow *Submit* button at the bottom of the page.

“Submit”



Patient Search
Logout

Cancel

Manage Transactional Consent - ECHN, FOUR

Patient Information

| | | | |
|--------------|------|----------------|------------|
| First Name: | FOUR | Date of Birth: | 2002/09/01 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | 9999999999 |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Seward |
| Role: | Privacy & Security Officer |
| Facility: | William Osler Health Care |
| Phone Number: | 416 813 7998 |

Requestor Information

| | |
|-----------------|------------|
| Requestor Name: | Daddy Echn |
| Relationship: | Father |

Requestor Instructions

Request Date: 2016/02/01

Note: You can only modify consent for MRNs owned by your facility
[Grant All](#) | [Revoke All](#) | [Select None](#)

| Facility | MRN | Status | Grant | Revoke |
|-----------------------------|------------|-----------|--------------------------|-------------------------------------|
| William Osler Health Centre | N000600138 | Permitted | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

[Grant All](#) | [Revoke All](#) | [Select None](#)

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

Submit
Cancel

3.6.4 The 1 Unique MRNs now displays 0 revoked and 1 pending requests for the patient's Transactional Consent. This signifies that there is 1 request submitted by the user for processing by eCHN.

Note: An ECR Code is assigned to each consent change request, along with the date the request was submitted, the authorized eCHN user who entered the request, the name of the requestor, the type of request made (revoke or reinstate), and the status of the request.

[Patient Search](#)
[Logout](#)

[Back To Search Results](#)

Consent Summary - ECHN, FOUR

Patient Information

| | | | |
|--------------|------|----------------|------------|
| First Name: | FOUR | Date of Birth: | 2002/09/01 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | 9999999999 |

Access Consent

* Hover your mouse over the table items for more information

Chart Access Consent

Status: Permitted
[Revoke Consent](#)

Document Access (Lockbox) Consent


Request Summary Count (no completed or pending requests)
 [Request Form](#)

Transactional Consent

1 Unique MRNs (0 revoked and 1 pending requests)
 [Request Form](#)

| ECR Code | MRN | Submitted On | Submitted By* | Requestor* | Request | Status |
|-----------------------------------|------------|--------------|-----------------|------------|---------|---------|
| CM201602011508673 | N000600138 | 2016/02/01 | Shireena Seward | Daddy Echn | Revoke | Pending |

3.6.5 To view the details of the submitted consent request, select the ECR code link. The request status and general information will be available for viewing by the user.


Consent Management
User: Shireena Seward
Facility: William Osler Health Care

[Patient Search](#)
[Logout](#)

[Return](#)

Consent Request - CM201602011508673

Patient Information

| | | | |
|--------------|------|----------------|------------|
| First Name: | FOUR | Date of Birth: | 2002/09/01 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | 9999999999 |

Request Information

Status: Pending
 Requested Date: 2016/02/01
 Approval Date: Pending
 Action: Revoke Transactional Consent for MRN 'N000600138'

User Information

Name: Shireena Seward
 Role: Privacy & Security Officer
 Facility: William Osler Health Care
 Phone Number: (416) 813-7998

Requestor Information

Requestor Name: Daddy Echn
 Relationship: Father

[Return](#)



3.6.6 Once the request is processed by eCHN you will see 1 Unique MRNs change to 1 revoked and 0 pending requests. The status will be updated to Completed.

| 1 Unique MRNs (1 revoked and 0 pending requests) | | | | | | | Request Form |
|--|------------|--------------|-----------------|------------|---------|-----------|--------------|
| ECR Code | MRN | Submitted On | Submitted By* | Requestor* | Request | Status | |
| CM201602011508673 | N000600138 | 2016/02/01 | Shireena Seward | Daddy Echn | Revoke | Completed | |

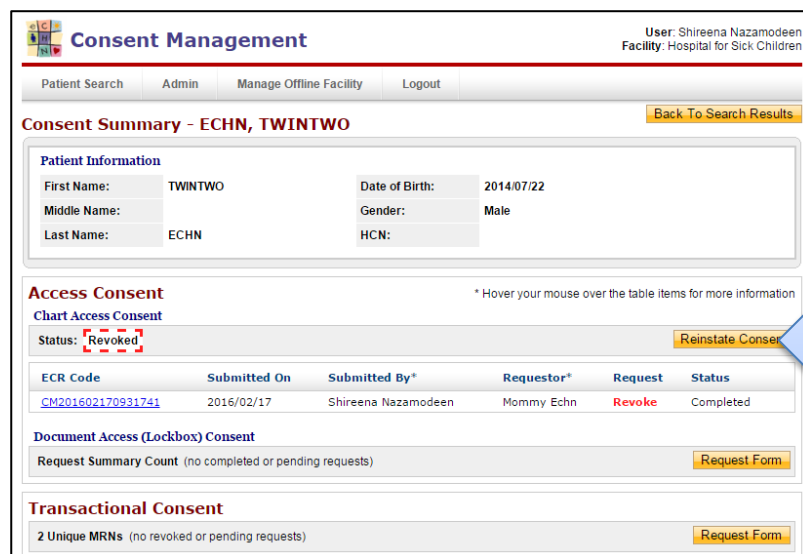
3.7 Reinstatement of Access and/or Transmission of Patient Data to eCHN

Patients may at any time reinstate “Access” or “Transactional” consent restrictions. The functionality exists in eCHN to reverse any previously applied access restrictions to a patients’ full chart, or to specific records found within a patient chart, and to any transactional consent blocks of their PHI.

To apply an access consent reinstatement to a patient chart, first you must search and select the relevant patient. Please follow the instructions in sections 3.1 and 3.2 of this guide to learn how to login to the eCHN Portal, enter the Consent Management tool and select a patient.

3.7.1. Reinstating Chart Access Consent

3.7.1.1. After a patient has been selected, request a Chart Access Consent reinstatement by choosing the yellow *Reinstate Consent* button.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Admin Manage Offline Facility Logout

Consent Summary - ECHN, TWINTWO [Back To Search Results](#)

Patient Information

| | | | |
|--------------|---------|----------------|------------|
| First Name: | TWINTWO | Date of Birth: | 2014/07/22 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | |

Access Consent * Hover your mouse over the table items for more information

Chart Access Consent

Status: **Revoked** [Reinstate Consent](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | Request | Status |
|-----------------------------------|--------------|---------------------|------------|---------|-----------|
| CM201602170931741 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | Revoke | Completed |

Document Access (Lockbox) Consent

Request Summary Count (no completed or pending requests) [Request Form](#)


Transactional Consent


2 Unique MRNs (no revoked or pending requests) [Request Form](#)

Select
“Reinstate
Consent”

3.7.1.2. The Requestor Instructions require the user to click in the checkbox to confirm reinstatement of consent for the specific patient chart.

Confirm
Reinstatement
of Access and
Submit





Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Admin](#)
[Manage Offline Facility](#)
[Logout](#)

[Cancel](#)

Manage Consent - ECHN, TWINTWO

Patient Information

| | | | |
|--------------|---------|----------------|------------|
| First Name: | TWINTWO | Date of Birth: | 2014/07/22 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Nazamodeen |
| Role: | eCHN Privacy Office |
| Facility: | Hospital for Sick Children |
| Phone Number: | 4168137998 |

Requestor Information

| | |
|-----------------|------------|
| Requestor Name: | Mommy Echn |
| Relationship: | Mother |

Requestor Instructions

Request Date: 2016/02/17


☒ Reinstatement Chart Access Consent
Allow viewing of all existing PHI for TWINTWO ECHN (if available) on eCHN.

Disclaimer

- The person or person's representative can choose to reinstate consent at any time.
- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

[Submit](#)
[Cancel](#)

3.7.1.3. Once submitted, the Status (highlighted in red) will change to “Revoked, Pending Re-instatement”, for this specific patient’s Chart Access Consent.



Consent Management
User: Shireena Nazamodeen
Facility: Hospital for Sick Children

[Patient Search](#)
[Admin](#)
[Manage Offline Facility](#)
[Logout](#)

[Back To Search Results](#)

Consent Summary - ECHN, TWINTWO

Patient Information

| | | | |
|--------------|---------|----------------|------------|
| First Name: | TWINTWO | Date of Birth: | 2014/07/22 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | |

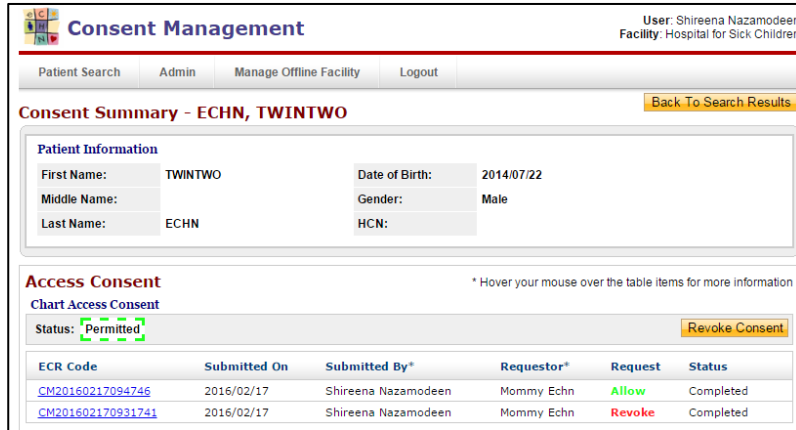
Access Consent * Hover your mouse over the table items for more information

Chart Access Consent

Status: Revoked, Pending Re-instatement [Reinstate Consent](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | Request | Status |
|-----------------------------------|--------------|---------------------|------------|---------|---|
| CM20160217094746 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | Allow | Pending Accept Reject |
| CM201602170931741 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | Revoke | Completed |

3.7.1.4. Once the consent request is processed by the eCHN Privacy Office, you will see the Status (highlighted in green) change to “Permitted”.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Admin Manage Offline Facility Logout

Consent Summary - ECHN, TWINTWO [Back To Search Results](#)

Patient Information

| | | | |
|--------------|---------|----------------|------------|
| First Name: | TWINTWO | Date of Birth: | 2014/07/22 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | |

Access Consent * Hover your mouse over the table items for more information

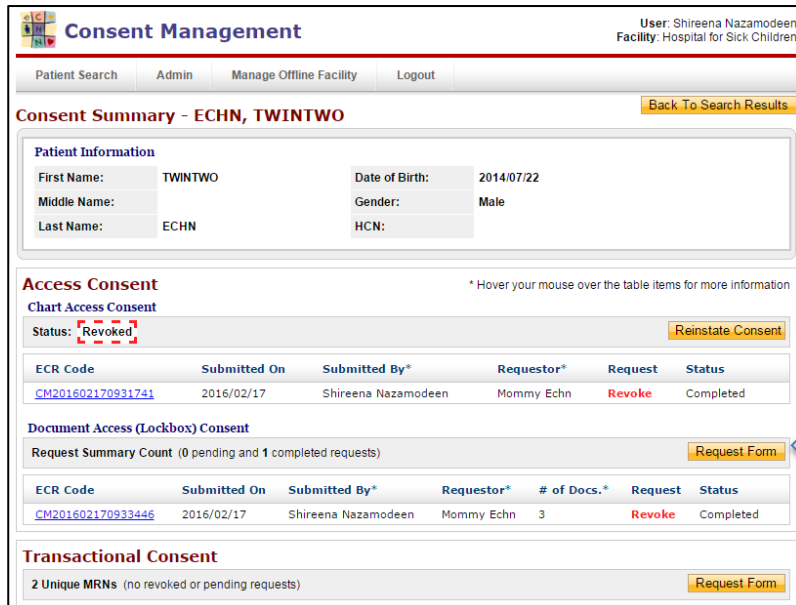
Chart Access Consent

Status: **Permitted** [Revoke Consent](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | Request | Status |
|-----------------------------------|--------------|---------------------|------------|---------|-----------|
| CM20160217094746 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | Allow | Completed |
| CM201602170931741 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | Revoke | Completed |

3.7.2. Reinstating Document Access (Lockbox) Consent

3.7.2.1. After a patient has been selected, request a Document Access (Lockbox) Consent reinstatement by choosing the yellow *Request Form* button.



Consent Management User: Shireena Nazamodeen
Facility: Hospital for Sick Children

Patient Search Admin Manage Offline Facility Logout

Consent Summary - ECHN, TWINTWO [Back To Search Results](#)

Patient Information

| | | | |
|--------------|---------|----------------|------------|
| First Name: | TWINTWO | Date of Birth: | 2014/07/22 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | |

Access Consent * Hover your mouse over the table items for more information

Chart Access Consent

Status: **Revoked** [Reinstate Consent](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | Request | Status |
|-----------------------------------|--------------|---------------------|------------|---------|-----------|
| CM201602170931741 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | Revoke | Completed |

Document Access (Lockbox) Consent

Request Summary Count (0 pending and 1 completed requests) [Request Form](#)

| ECR Code | Submitted On | Submitted By* | Requestor* | # of Docs.* | Request | Status |
|-----------------------------------|--------------|---------------------|------------|-------------|---------|-----------|
| CM201602170933446 | 2016/02/17 | Shireena Nazamodeen | Mommy Echn | 3 | Revoke | Completed |

Transactional Consent

2 Unique MRNs (no revoked or pending requests) [Request Form](#)

Select
“Request
Form”

3.7.2.2. If there are records in eCHN for the selected patient, a request to unlock one or more records can be submitted by selecting the record (click the associated checkbox). To unlock a record, select the checkbox in the “Unlock” column.

Note: You will only be provided with a list of records from your facility.

Manage Document Consent - ECHN, TWINTWO

Cancel

Patient Information

First Name:

TWINTWO

Date of Birth:

2014/07/22

Middle Name:

Gender:

Male

Last Name:

ECHN

HCN:

User Information

Name:

Shireena Nazamodeen

Role:

eCHN Privacy Office

Facility:

Hospital for Sick Children

Phone Number:

4168137998

Requestor Information

Requestor Name:

Mommy Echn

Relationship:

Mother

eCHN Documents

Note: You can only modify consent for documents owned by your facility

[Lock All](#) | [Unlock All](#) | [Select None](#)

Request Date: 2016/02/17

| Created On | Document Name | Category | Facility | Lock | Unlock |
|---------------------|---|------------|----------|-------------------------------------|-------------------------------------|
| 2013/10/17 12:15:00 | Serum/plasma alpha-1-fetoprotein | Laboratory | HSC | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2013/10/17 12:14:00 | Serum/plasma alpha-1-fetoprotein | Laboratory | HSC | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2013/10/17 12:14:00 | Serum/plasma alpha-1-fetoprotein | Laboratory | HSC | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2013/04/01 19:20:00 | Blood hemoglobin electrophoresis | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2013/03/26 12:05:00 | Blood hemoglobin electrophoresis | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |
| 2012/10/23 10:31:00 | Plasma heparin low molecular weight (LMW) | Laboratory | HSC | <input type="checkbox"/> | <input type="checkbox"/> |

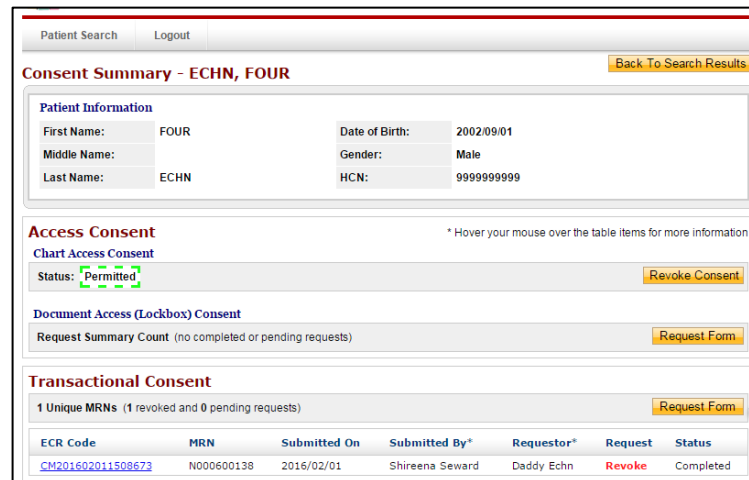
Select
“Unlock”

3.7.2.3. Please follow sections 3.4.2 – 3.4.6 of this guide to complete and submit the consent request form.

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Version 1.1

3.7.3. Reinstating Transactional Consent

3.7.3.1. To process a Transactional Consent reinstatement, select the yellow *Request Form* button.



Consent Summary - ECHN, FOUR [Back To Search Results](#)

Patient Information

| | | | |
|--------------|------|----------------|------------|
| First Name: | FOUR | Date of Birth: | 2002/09/01 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | 9999999999 |

Access Consent * Hover your mouse over the table items for more information

Chart Access Consent

Status: Permitted [Revoke Consent](#)

Document Access (Lockbox) Consent

Request Summary Count (no completed or pending requests) [Request Form](#)

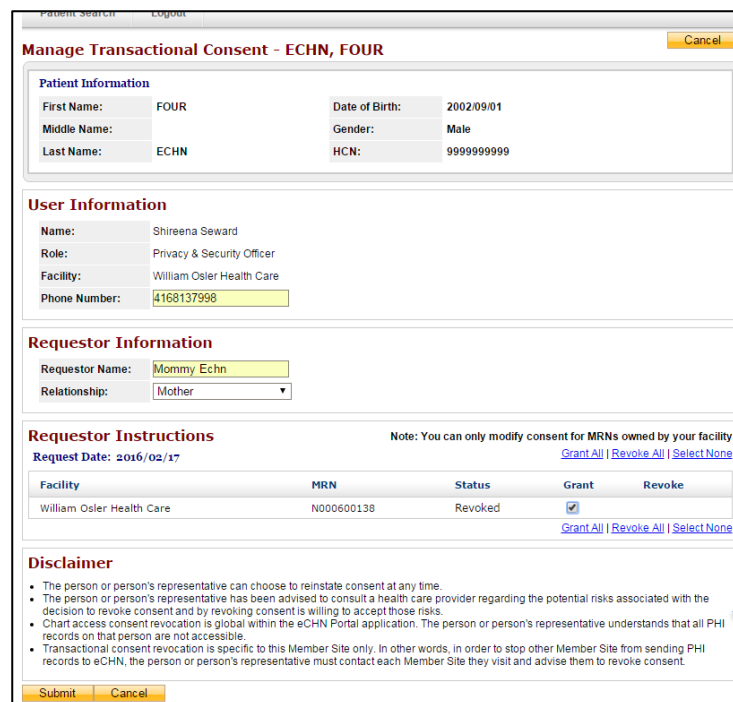
Transactional Consent [Request Form](#)

1 Unique MRNs (1 revoked and 0 pending requests)

| ECR Code | MRN | Submitted On | Submitted By* | Requestor* | Request | Status |
|-----------------------------------|------------|--------------|-----------------|------------|---------|-----------|
| CM201602011508673 | N000600138 | 2016/02/01 | Shireena Seward | Daddy Echn | Revoke | Completed |

Select
"Request
Form"

3.7.3.2. The Requestor Instructions require the user to grant consent for the patient MRN which belongs to only your facility. The *Grant* button is disabled for MRNs that do not belong to the user's facility. The user must click the relevant checkbox.



Manage Transactional Consent - ECHN, FOUR [Cancel](#)

Patient Information

| | | | |
|--------------|------|----------------|------------|
| First Name: | FOUR | Date of Birth: | 2002/09/01 |
| Middle Name: | | Gender: | Male |
| Last Name: | ECHN | HCN: | 9999999999 |

User Information

| | |
|---------------|----------------------------|
| Name: | Shireena Seward |
| Role: | Privacy & Security Officer |
| Facility: | William Osler Health Care |
| Phone Number: | 4168137998 |

Requestor Information

Requestor Name: Mommy Echn

Relationship: Mother

Requestor Instructions Note: You can only modify consent for MRNs owned by your facility

Request Date: 2016/02/17 [Grant All](#) | [Revoke All](#) | [Select None](#)

| Facility | MRN | Status | Grant | Revoke |
|---------------------------|------------|---------|-------------------------------------|--|
| William Osler Health Care | N000600138 | Revoked | <input checked="" type="checkbox"/> | Grant All Revoke All Select None |

Disclaimer

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- The person or person's representative has been advised to consult a health care provider regarding the potential risks associated with the decision to revoke consent and by revoking consent is willing to accept those risks.
- Chart access consent revocation is global within the eCHN Portal application. The person or person's representative understands that all PHI records on that person are not accessible.
- Transactional consent revocation is specific to this Member Site only. In other words, in order to stop other Member Site from sending PHI records to eCHN, the person or person's representative must contact each Member Site they visit and advise them to revoke consent.

[Submit](#) [Cancel](#)

Select
"Grant"

3.7.3.3. Please follow the instructions in sections 3.6.3 – 3.6.6 of this guide to complete and submit the consent request form.