

## "Improved health through quality health information"

### CEO Stephen Clark on the Year Ahead



2020 is off to a great start at NLCHI! Our team continues to focus on improving health care through quality health information and innovative eHealth solutions. Over the next year, major focus areas include operational excellence, the expansion of virtual care, development of the Personal Health Record (PHR) and the launch of the Health Data Lab. We're also exploring the role of artificial intelligence in health care, advancing the goals of the Provincial eHealth Model and helping to launch e-prescribing in our province. It's an exciting time to be part of eHealth in Newfoundland and Labrador and I am looking forward to the continued impacts our efforts will have on health care in our province.

### PrescribeIT®



Canada's national e-prescribing service - PrescribeIT - is now available in Newfoundland and Labrador, with the first electronic prescriptions sent and received in Bonavista. PrescribeIT makes prescribing easier and more convenient for Canadians, prescribers and pharmacists. It also improves patient safety and health outcomes, and protects patient privacy. As a key objective of the provincial electronic medical record program, eDOCSNL, e-prescribing enables a direct link between prescribers and pharmacists that will help reduce medication errors, improve medication adherence and speed up health care delivery. NLCHI is proud to be a partner of this national initiative and help advance digital health in Newfoundland and Labrador. [Click for more information.](#)

### Data Privacy Day - January 28



Data Privacy Day is an international effort to empower individuals and business to respect privacy, safeguard data and enable trust. NLCHI is committed to protecting the privacy of personal health information, while providing secure, reliable and appropriate access to that information, enabling improved health outcomes and a healthier population. NLCHI's mandate is to make personal health information more accessible to the right people, at the right time and the organization is guided and directed by a strict adherence to privacy and security in compliance with the Personal Health Information Act. To learn more about Data Privacy Day, [click here](#).

### Information Requests

NLCHI is responsible for maintaining and protecting health information collected through a variety of sources, including health care facilities, pharmacies, clinics, government and research organizations. As part of its commitment to provide appropriate access to this information, researchers, health system managers and members of the public have a right to request information from NLCHI. [Click to learn more about the information available and how to make a request.](#)

### Client Registry

One of NLCHI's initial projects was the creation of Canada's first Client Registry. This is a repository of patient demographic information that accurately identifies patients and links their data between different systems ensuring real-time authentication at the point of care. Every time you present in a health care setting, such as a hospital, and are asked your name, MCP, date of birth, family doctor – that system is the Client Registry. Each month NLCHI averages over 260,000 transactions between the Regional Health Authorities and the Client Registry. Its purpose is to ensure you are accurately identified when you present for health care.

