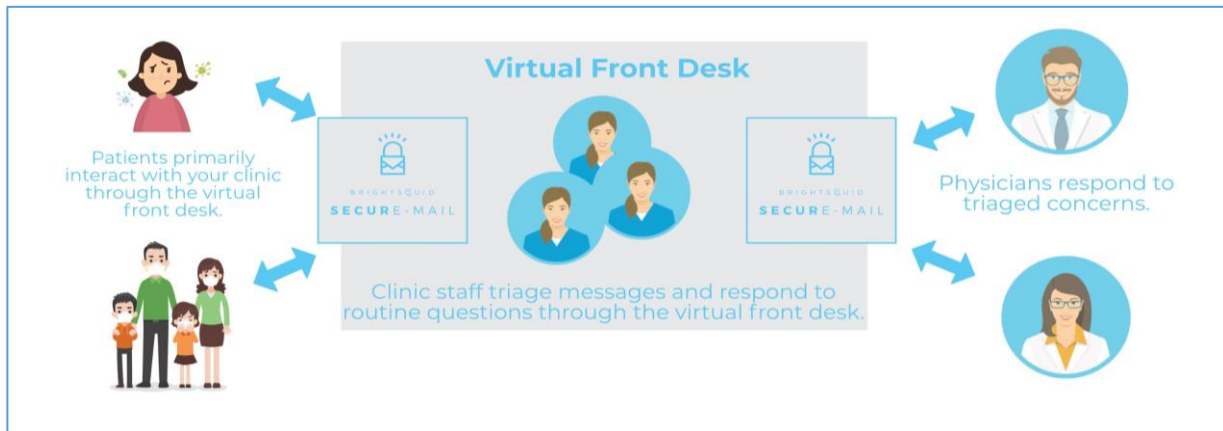


## 1. What is MyHealth Records Secure-Mail?

MHR Secure-Mail is powered by Brightsquid. Brightsquid’s Secure-Mail solution is a third-party proven secure email service that currently supports virtual care in hundreds of Alberta clinics and has delivered almost 2 million secure messages to date. It is closely modeled after the typical email system and connects clinics and patients to accelerate care through increased access to information. Participating clinics invite their patients to register for the service. Patients will access MHR Secure-Mail using the My Personal Records tool found in **MyHealth Records**.



## 2. What will happen after my clinic is registered?

Once your clinic is registered, Brightsquid will work with your clinic manager to complete the registration and activate your account. In addition, you and your staff will be invited to register for training webinars. Here is a brief overview of the five implementation steps:



**3. *Is there a fee to use MHR Secure-Mail?***

MHR Secure-Mail is being offered free of charge to participating clinics until July 31, 2020. After that date, the regular monthly fee of \$39.99 per provider will be in effect and charged directly by Brightsquid. There is no fee for the patient to use MHR Secure-Mail.

**4. *What are some of the benefits of using MHR Secure-Mail?***

Typical tasks that were previously completed through in-person visits, faxing, mail-outs or over the phone can be transitioned to MHR Secure-Mail:

FOR PHYSICIANS	FOR PATIENTS
<ul style="list-style-type: none"> <li>• Reduce administrative costs in postage and other office consumable charges</li> <li>• Schedule appointments and send detailed reminders</li> <li>• Follow up with treatment plan reminders or notify of changes</li> <li>• Routine monitoring for chronic conditions, sending requisitions</li> <li>• Check in on the effectiveness of treatment</li> <li>• Send medical records</li> </ul>	<ul style="list-style-type: none"> <li>• Ask routine non-urgent questions regarding treatment plans</li> <li>• Return completed forms</li> <li>• Receive requisitions</li> <li>• Ask about medications or lab results</li> <li>• Receive and complete medical forms in advance of in-person visits</li> </ul>

**5. *Can services performed through MHR Secure-Mail be billed under the Alberta Health Care Insurance Plan?***

If a physician uses MHR Secure-Mail to assess and diagnosis a patient, they may submit a claim using either Health Service Code (HSC) 03.01AD (during the pandemic) or 03.01S (during and beyond pandemic). In order to claim for this service, the physician must complete an assessment of a patient's condition requiring a history related to the presenting problem(s), an appropriate record, and advice to the patient. Only one HSC can be claimed for the visit service, regardless of the number of messages sent through MHR Secure-Mail, and physicians may only claim when they have sent the communication themselves.

The rules and restrictions associated with HSC 03.01AD and 03.01S are listed in the [Schedule of Medical Benefits](#).

A physician may not claim for any services provided through Secure Mail that are part of an in-person, telephone, or videoconference visit. The fee paid for an in-person, telephone, or videoconference visit includes compensation for all services related to the visit, including communication provided through Secure Mail. For example, if a physician assesses a patient via videoconference, the physician may not also submit a claim for using Secure-Mail to send a prescription to the patient.

Any inquiries regarding billing for services provided through Secure-Mail can be sent to [health-pcsp.admin@gov.ab.ca](mailto:health-pcsp.admin@gov.ab.ca).

## **6. How will a patient access MHR Secure-Mail?**

Patients will access MHR Secure-Mail using the My Personal Records tool found in MyHealth Records.

## **7. What is MyHealth Records and My Personal Records?**

MyHealth Records is an online tool that lets Albertans 14 years of age or older see some of their health information from Alberta Netcare, the provincial electronic health record.

MyHealth Records is comprised of two digital health tools:

- My Personal Records, which is the provincial personal health record tool; and
- MyAHS Connect, which is the AHS tethered patient portal that is part of the larger Connect Care initiative.

For more information on MyHealth Records and its features visit <https://myhealth.alberta.ca/mhr-features>.

## **8. How do I use MHR Secure-Mail while still maintaining the legal record of care for my patients?**

There are multiple ways to integrate MHR Secure-Mail into the patient's legal record of care:

- a) Copy the MHR Secure-Mail message and paste it into the patient's record, **OR**
- b) Print the MHR Secure-Mail message to PDF, and add the PDF to the patient's record, **OR**
- c) Summarize the message in the patient's record, **AND**
- d) Save attachment(s), and add upload to the patient's record

This topic is included during the webinar training offered to all participating clinics.

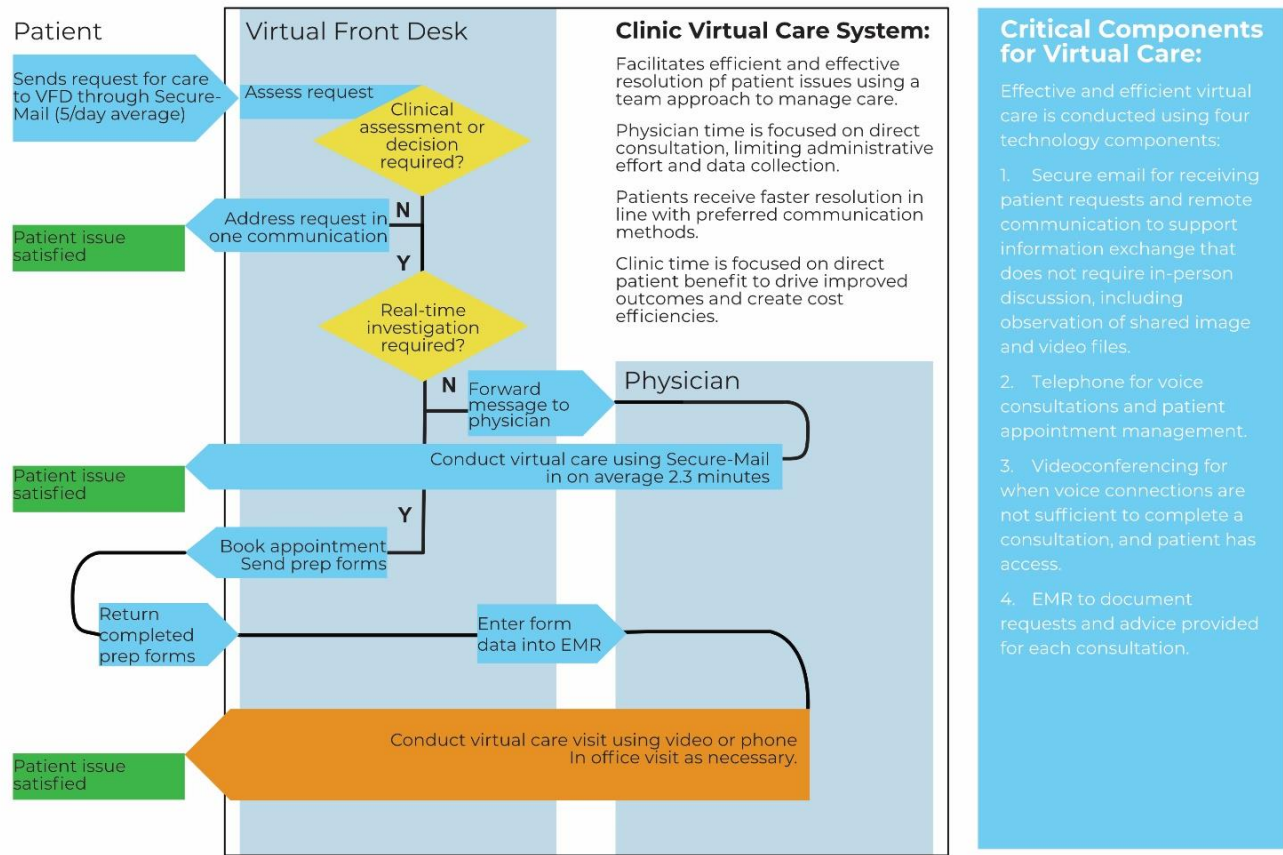
## **9. Is participation in the new MHR Secure-Mail service voluntary?**

Yes, participation in this service is voluntary.

**10. What is a typical workflow for virtual care using MHR Secure-Mail?**

Patients send MHR Secure-Mail messages to a virtual front desk, for initial assessment. Patient emails are triaged accordingly and forwarded to the physician or care provider when needed. Providers can choose to respond directly to the patient, or have the patients respond back through the virtual front desk instead.

VIRTUAL CARE WORKFLOW



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**11. Can I use MHR Secure-Mail to coordinate information with other providers involved with patient care?**

Yes, you can use MHR Secure-Mail to communicate directly with other providers if they are also registered on the MHR Secure-Mail service. MHR Secure-Mail can assist with coordinating and interpreting information shared through other provincial channels such as Alberta Netcare.

## **12. What is the impact to my PIA if I use MHR Secure-Mail?**

Section 64 of the Alberta *Health Information Act (HIA)*, mandates custodians to submit a PIA before “implementing any proposed new practice or system...”. To address this requirement, Brightsquid has an accepted PIA for the Brightsquid Secure Communications system and will provide a PIA amendment package, as required by s64 of the HIA to custodians to meet their obligation. In addition, guidance regarding PIAs during a pandemic can be found on the AMA website located [here](#).

## **13. What is the future vision of MHR Secure-Mail in Alberta?**

Alberta Health is developing MHR Secure-Mail in consultation with the Alberta Medical Association and College of Physicians and Surgeons of Alberta. All organizations strongly support solutions that meet regulatory requirements and enable secure messaging between patients and their physicians. They recognize MHR Secure-Mail is one of many options and support physicians choosing a solution that best meets their practice requirements. All organizations support development of a provincial secure mail solution that enables fully integrated, secure, and seamless information exchange between patients and providers across IT systems.

## **14. How do I register my clinic to use MHR Secure-Mail?**

Click [here](#) to register your clinic or copy this URL into your browser:

<https://brightsquid.com/pages/alberta-secure-messaging-system-registration>

## **15. Where do I get support during or after the implementation of MHR Secure-Mail to my clinic?**

If you have any questions about the registration of your clinic’s account, or require assistance with the use of MHR Secure-Mail before or after implementation, please contact Brightsquid at 1-800-238-6503 or visit: <https://support.brightsquid.com/hc/en-us>.

Updates to this FAQ and other supporting material can be found [here](#).