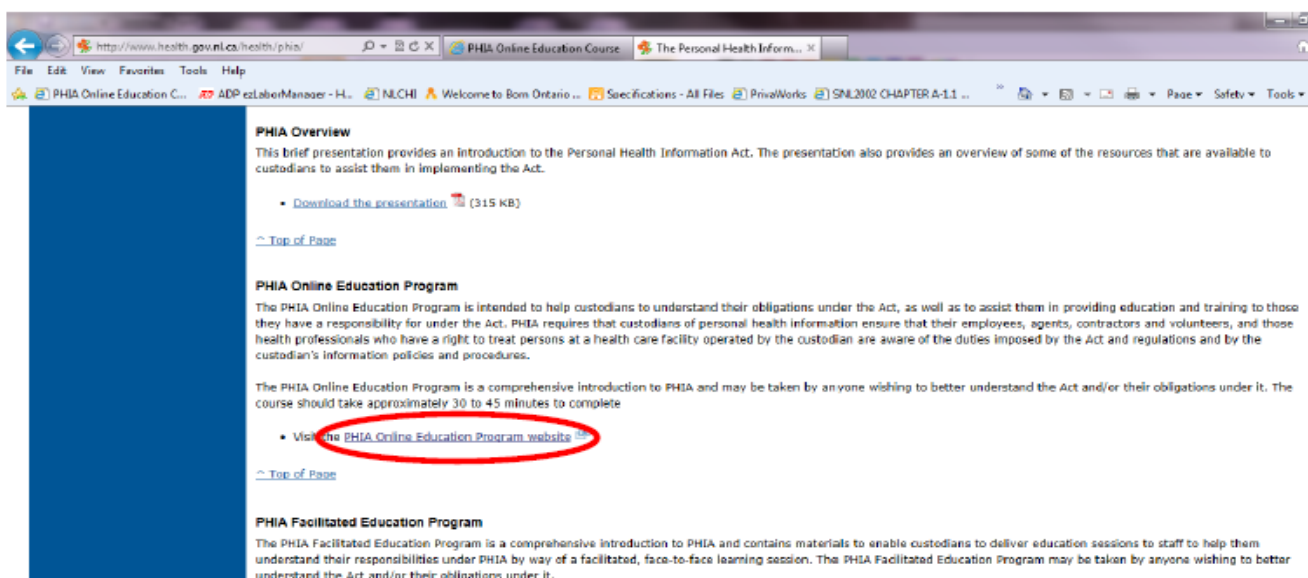


## What you will need to know before you start the Personal Health Information Act (PHIA) Online Education Program

To review information on PHIA, check the Department of Health and Community Services PHIA information page:

<http://www.health.gov.nl.ca/health/phia/>



The direct link to the Department of Health and Community Services PHIA Online Education Program is:

<http://nlchi.skillbuilder.ca/home>

Minimum computer system requirements to do the program are:

- ✓ Internet Explorer 9, Firefox 12, Chrome 18, Safari 5, or newer
- ✓ Adobe Reader
- ✓ High Speed Internet is highly recommended

### Already Have an Account?

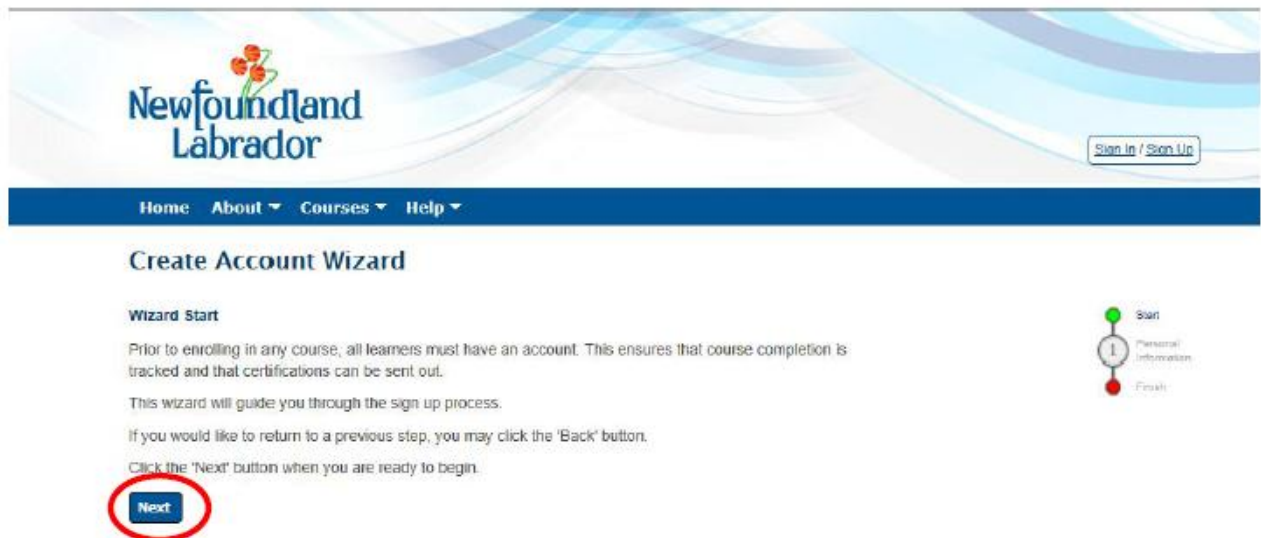
If you completed the course before November 18, 2013 you will need to contact the service desk at the Centre for Health Information to reset your password. The contact email is [learning@nlchi.nl.ca](mailto:learning@nlchi.nl.ca).

### Registration Information

- ✓ To create an account in the system follow the link above and click the “Sign up” button.



- ✓ You will be directed to the Account Wizard; read the text on the webpage and click the “Next” button to create an account.



- ✓ Then enter the information asked for, this includes a valid email address and your first and last name.
- ✓ If you would like to associate with a group, click the drop down menu and select the group you would like to associate with. This may be your place of employment or where you go to school. If you associate with a group, individuals with designated status at that organization will be able to view your account and confirm you have completed the program. If you do not want to associate with a group select the "(N/A) No Organization on list" option from the drop down menu.
- ✓ Also select a password and then confirm the password.
- ✓ Click the "Next" button.

**Email** ⓘ

When choosing an email, please keep the following in mind.

The email you use must be unique to you.

We will send you an email with a confirmation code. You will need this code to complete the sign up process.

 \***Name**

Please use your legal first and last name.

 \* \***Group** ⓘ

Please select the Group you belong to from the dropdown list.

 \***Password** ⓘ

Password must contain at least 6 characters (not case sensitive).

 \*

Confirm:

 \*

- ✓ You will be directed to the final page of the Account Wizard. If you want to finalize your account creation, click the "Submit" button.



## Create Account Wizard

### Wizard Finish

You have finished the sign up wizard but your information has not yet been submitted.  
 If you would like to return to a previous step to review or modify information, click the 'Back' button.  
 When you are ready, please click the submit button below.



[Back](#) [Submit](#)

- ✓ A confirmation email will be sent to the email address you entered above. The email will contain a code that you will have to enter to finalize your account creation.
- ✓ If you do not receive the email check your "spam" folder.

no-reply@nlchi.skillbuilder.ca

to me

Newfoundland and Labrador Centre for Health Information (NLCHI)

P.O. Box 8700  
 St. John's, Newfoundland, Canada  
 A1B 4J6

Email: [learning@nlchi.nl.ca](mailto:learning@nlchi.nl.ca)

### Sign Up Confirmation

Thank you for signing up.

Here is your confirmation code needed to complete the sign up process.

Code: 54340794

You have two options to verify your account.

1) Paste the above code into the textbox on the confirmation page on the website. If you do not see the confirmation password you used when signing up.

OR

2) Click this link: <http://nlchi.skillbuilder.ca/account/code/sarahmwickham@gmail.com/54340794> to verify your account

Note: This message was sent from an unmonitored email address. Please do not reply.

- ✓ Enter the confirmation code found in the email on the “Confirmation Code Required” page and click the “Confirm” button.

Newfoundland Labrador

Welcome Sarah Wickham | Sign Out

Home About Courses Help My Account

## Confirmation Code Required

A sign up email has been sent to your email address with a confirmation code inside.  
The message may take a few minutes to be delivered depending on network traffic.  
If you did not receive the sign up email, please check your spam folder.

You may want to add the email 'no-reply@nlchi.skillbuilder.ca' to your safe senders list and then click the Resend button.

Resend

If you have already received the sign up email, enter (or copy and paste) the confirmation code into the box below and click the Confirm button to complete the sign up process.

Confirmation Code:

Confirm

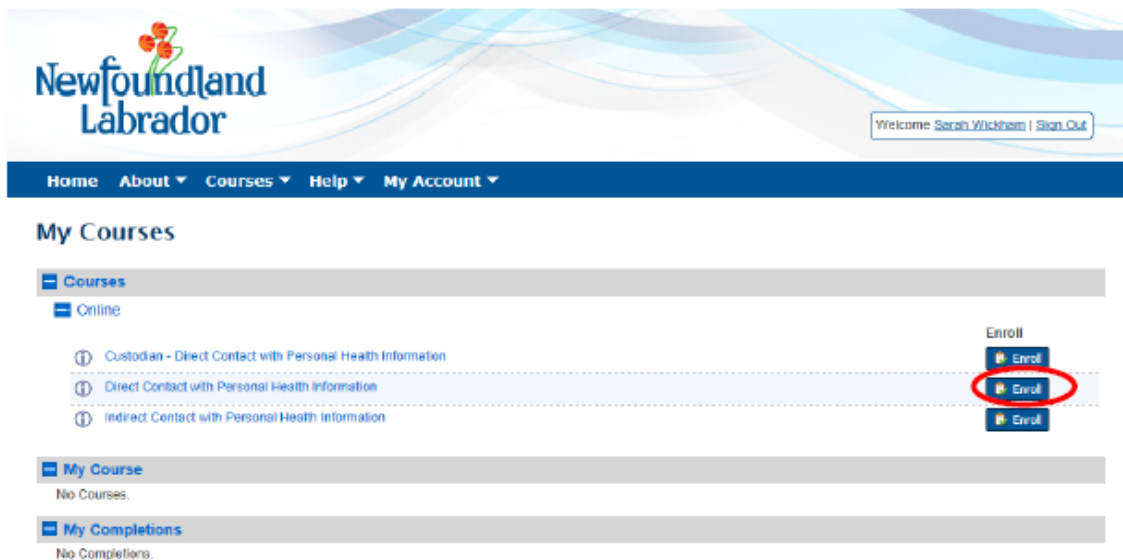
### Course Enrollment

This will bring you to the “Courses” page of the website where you can enroll for the PHIA Online Education course that suits your needs. There are three courses to choose from. All users will select one course only based on their role

- ✓ **Custodian – Custody and Control of Personal Health Information**  
This course explains important elements of the Newfoundland and Labrador *Personal Health Information Act* (PHIA). Under PHIA, a “custodian” is an individual or organization that has custody or control of personal health information. Examples of custodians include Regional Health Authorities (RHA) ; physicians and other health care professionals in private practice not employed by a RHA; operators of health care facilities; pharmacies; private ambulance services; etc.  
This course is targeted to those who have custody and control of personal health information such as health insurance numbers, test results, family health history, treatment records, registration information, details of medications, referrals or payments for treatments, etc.
- ✓ **Direct Contact with Personal Health Information:** This course explains important elements of the Newfoundland and Labrador *Personal Health Information Act* (PHIA) and is targeted to those who have direct contact with personal health information such as health insurance numbers,

test results; family health history, treatment records, registration information, details of medications, referrals or payments for treatments, etc. This course is best suited to those who are in direct contact with personal health information and includes direct service providers such as nurses, personal care attendants, speech language pathologists, social workers, and other health care professionals/providers employed by a custodian

- ✓ Indirect Contact with Personal Health Information: This course explains important elements of the Newfoundland and Labrador *Personal Health Information Act (PHIA)*. This course is best suited to those who are **not** in direct contact with personal health information such as support staff. Although you may occasionally overhear or see personal health information, you may not directly handle it as part of your job.
- ✓ Your employer may have provided you direction on which course you should take. If you are unsure of your course selection, or encounter issues logging on to complete the course, please contact Labrador-Grenfell Health's Regional Privacy Office at 454-0162, or e-mail [privacy@lghealth.ca](mailto:privacy@lghealth.ca)
- ✓ Click the "Enroll" button next to the course name best suited to your role



Newfoundland  
Labrador

Welcome Sarah Wickham | Sign Out

Home About Courses Help My Account

### My Courses

Courses

Online

Course Name	Action
① Custodian - Direct Contact with Personal Health Information	Enroll
① Direct Contact with Personal Health Information	Enroll
① Indirect Contact with Personal Health Information	Enroll

My Course  
No Courses

My Completions  
No Completions

- ✓ You will be directed to a page that looks like the one below. Click the "Enroll" button.



## Direct Contact with Personal Health Information

This course explains important elements of the Newfoundland and Labrador *Personal Health Information Act* (PHIA) and is targeted to those who have direct contact with personal health information (such as health insurance numbers, test results, family health history, treatment records, registration information, and details of medication, referrals or payments for treatments).

This course is best suited to those who:

- are in direct contact with personal health information (although you may occasionally overhear or see personal health information, you may not directly handle it as part of your job); and
- are not, and do not work for, "custodians" under PHIA.

Please note that there is another PHIA course for those in direct contact with personal health information which includes a module about "custodians". Under PHIA, a "custodian" is an individual or organization that has custody or control of personal health information. Examples of "custodians" include Regional Health Authorities, the Workplace Health, Safety and Compensation Commission, and the Centre for Health Information. As well, health professionals in private practice, and operators of health care facilities, pharmacies, ambulance services and health care programs would likely be considered "custodians", depending on the circumstances.

Additional courses on PHIA targeted at other audiences are also available. Please note that your employer or regulatory authority may have directed you to take a specific course on PHIA to satisfy professional development requirements or for other reasons.

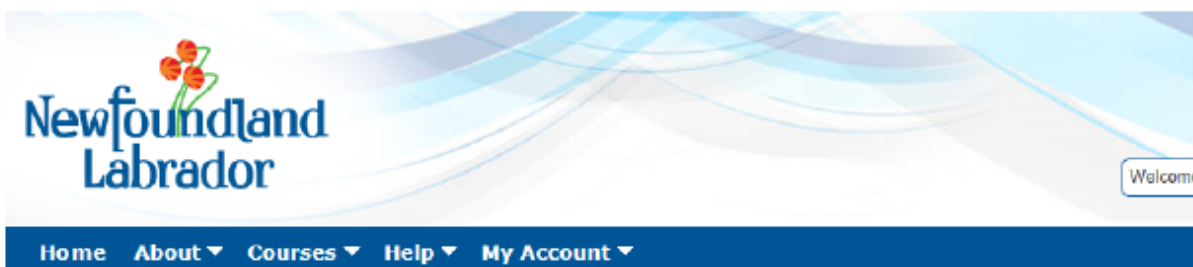
Time to complete: 120 Days

**Enroll**

### System Requirements

- Internet Explorer 9, Firefox 12, Chrome 18, Safari 5, or newer
- Sound Card and Speakers
- Adobe Reader, [free download](#)
- High Speed Internet is highly recommended

- ✓ After you enroll, you will see an "Activation Complete" page appear, within seconds you will be directed to the "Course" page of the website.
- ✓ If you are not directed to the "Course" page, click the "please click here" button.



## Activation Complete

Activation of the course has completed successfully. This course is now available from the *My Courses* section of the [Courses page](#).

You will now be taken into the course automatically. If for some reason it does not, [please click here](#).

- ✓ If you want to start the course right away, click the name of the course. If not, log out and log in when again when you want to start the course.



Direct Contact with Personal Health Information

### Launch Course



Take a few minutes to review what you have learned. When you are ready to take the Final Exam, click the image below. The "Final Exam" button.


Course Info	Days	Course	Final Exam
Info	12	View	Final Exam
Info	12	View	Final Exam
Info	12	View	Final Exam

### Course Completion

- ✓ The course will launch and you will see the main menu.
- ✓ Work your way through each section of the course.
- ✓ If you do not have time to complete the course in one sitting, log out and the course will give you the option to pick up where you left off the next time you click on the name of the course on the "Courses" page.



Resources



## Menu

- Course Introduction (approx. 3 min.)
- Overview of Personal Health Information Act (approx. 6 min.)
- Obtaining consent (approx. 8 min.)
- Collecting and using personal health information (approx. 7 min.)
- Disclosing personal health information (approx. 9 min.)
- Requests for access and correction of personal health information (approx. 4 min.)
- Security of personal health information (approx. 9 min.)

Revised July 31, 2014