



# CareConnect

my.CareConnect Enrolment Portal User Guide

## How to Complete CareConnect Privacy & Security Requirements

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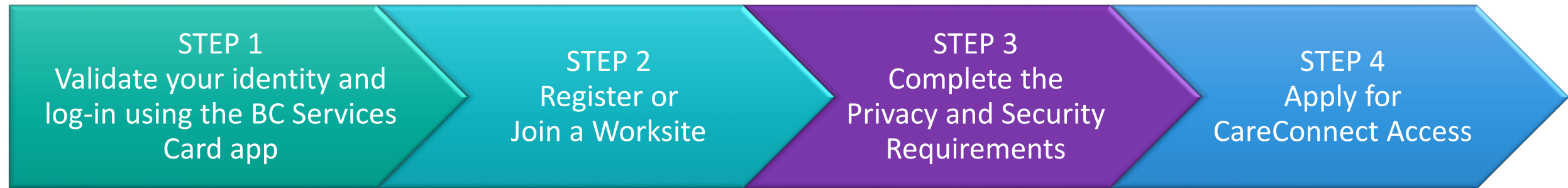
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# 1. CareConnect Enrolment: High-Level Overview

The next step of the CareConnect registration process is **STEP 3 - Complete Privacy and Security Requirements**.



- An individual with signing authority completes the **CareConnect Worksite Privacy & Security Declaration**.
- All users must review the **Privacy and Security Training for Community Care Providers** course.
- Authorizers and Independents are required to review and sign the **HPCAA Form** before they are granted access to CareConnect.



## 2. Complete Your Worksite Privacy & Security Declaration

# 2. CareConnect Worksite Privacy & Security Declaration

- An individual with signing authority for your worksite must complete the Privacy & Security Declaration form.
- Instructions and a link will be sent via email once the worksite creation request has been submitted.

The following community-based worksite types are eligible for CareConnect access at this time:

- Community Based Private Practice
- First Nations Health Authority Facility
- Community Pharmacies
- Private Long Term Care Facilities



## PRIVACY AND SECURITY DECLARATION

### Community Based Providers Access to the Provincial eHealth Viewer ("CareConnect")

This Privacy and Security Declaration details the requirements for granting of access to CareConnect and is informed by provincial privacy legislation (the BC Personal Information Protection Act "PIPA"), the Privacy and Security Toolkit created by the Doctors of BC, the College of Physicians and Surgeons, the Office of the Information and Privacy Commissioner, the Ministry of Health, and by the Provincial Health Services Authority ("PHSA") Privacy and Security resources. More information on each requirement is available in the Appendix.

I declare that:

<input type="checkbox"/>	1. The member of my clinic/worksite staff who is ultimately responsible for our privacy and security policies is: <input type="checkbox"/> Myself <input type="checkbox"/> Other (Name): _____
<input type="checkbox"/>	2. Documented privacy and security policies are communicated to all staff and external parties (e.g. vendors, suppliers, and partners) who have access to the clinic/worksite's computer system. N/A for virtual physicians.
<input type="checkbox"/>	3. Security awareness training is provided to clinic/worksite staff and yearly reviewed. (Supplemental training can be found <a href="#">here</a> )
<input type="checkbox"/>	4. My staff is/ I am aware of malicious emails and have been informed not to click links or open attachments that appear suspicious.
<input type="checkbox"/>	5. My staff is/ I am aware of risks associated with using USB drives and other portable devices that may compromise my network.
<input type="checkbox"/>	6. My staff is/ I am aware that passwords used for access to CareConnect are not permitted to be shared with other individuals or re-used for other services, and that the "Save password" feature in the browser is not used to access CareConnect.
<input type="checkbox"/>	7. My clinic/worksite agrees to notify the CareConnect Team when I/one of my staff no longer requires CareConnect access (as detailed in the enrolment package and the Appendix).
<input type="checkbox"/>	8. My clinic/worksite will retain a record, for two years, of the support activities (i.e. invoice/receipt with name of vendor and date of service) of all technical support provided by external vendors that have been conducted on computers that access CareConnect or my clinic/worksite's network, either directly or remotely. N/A for virtual physicians.

#### Physical Access Control for Worksite Access\*

- (If applicable) Worksite is equipped with a monitored alarm system
- Server/Network equipment is physically secured from public access

\* A worksite is any location from which you are accessing CareConnect be it a pharmacy practice, clinic or home office. A worksite includes using remote access.

#### General Work Guidelines:

- Ensure staff follow general access guidelines which include:
  - Securing their working environments
  - Locking their devices
  - Being vigilant against phishing emails
  - Being cautious when connecting to WiFi

#### User Account

- Passwords are not saved on workstations or prompted for autofill to prevent unauthorized access

#### Password Management\*

- Minimum password length is 8 characters
- Passwords contain characters from three of the following categories (Uppercase characters, Lowercase characters, Numerals, Non-alphanumeric keyboard symbols)
- Passwords are changed at a minimum semi-annually

\*Refer to [Physician Office IT Security Guide](#) pages 24-26

#### Wi-Fi Network

- SSID, WPA2/WPA3 and Wi-Fi password settings are as per DTD Technical Bulletin\*
- Guest Wi-Fi access is completely isolated from the worksite LAN/Wi-Fi network

\*Refer to Doctors Technology Office [DTCO Technical Bulletin: Wireless - Reduce Risks and Improve Performance](#)

#### Anti-Virus Software

- Anti-virus software installed and enabled for auto update (screenshot of configuration must be attached)

#### Operating System

- There are no legacy/end-of-support operating systems in use (Windows XP, Windows 7, MacOS older than the latest 3 versions)
- The Operating System is enabled for auto updates or manually patched at a minimum semi-annually

#### Application Patching

- Where it doesn't conflict with my EMR's system requirements,
  - Desktop software, e.g. MS Office/other applications are configured for automatic patching or patched at a minimum quarterly
  - Browser plugin (PDF, Java, etc.) are patched at a minimum semi-annually; uninstall Adobe Flash from the computer

#### OR

- Such patching conflicts with my EMR system requirements (Select this if your EMR prevents such patching)



## 3: Review the CareConnect Privacy & Security Course



# 3A. Open the Application Access Module

- When you have successfully joined a worksite, return to the Main Menu.
- Click on **View Application** under the **Application Access** module.



## Worksite Access

View and Manage access in your Worksite(s)

Update \ Review Worksite



## Application Access

Request and access applications.  
i.e. CareConnect, Forms

View Application



## Manage My Account / Preferences

Reset My Password  
Look Up My Username  
Update My Contact Information

Manage My Account

# 3B. Select the Privacy & Security Course

- You will see 2 or 3 modules (HPCAA only shows if you are in a regulated profession).
- Click on **Review Privacy Course** under the **Privacy & Security** module.

## Applications



### Privacy and Security

You will need to read and review the Privacy and Security Training for Community Care Providers course to access to CareConnect

[Review Privacy Course](#)



### HPCAA

You will need confirm you have read and agree to the terms of the HPCCA for access to CareConnect

[Sign Your HPCAA](#)



### CareConnect

You have already requested access to CareConnect. If you have any questions please contact the CareConnect support team [Private.CareConnect@phsa.ca](mailto:Private.CareConnect@phsa.ca)

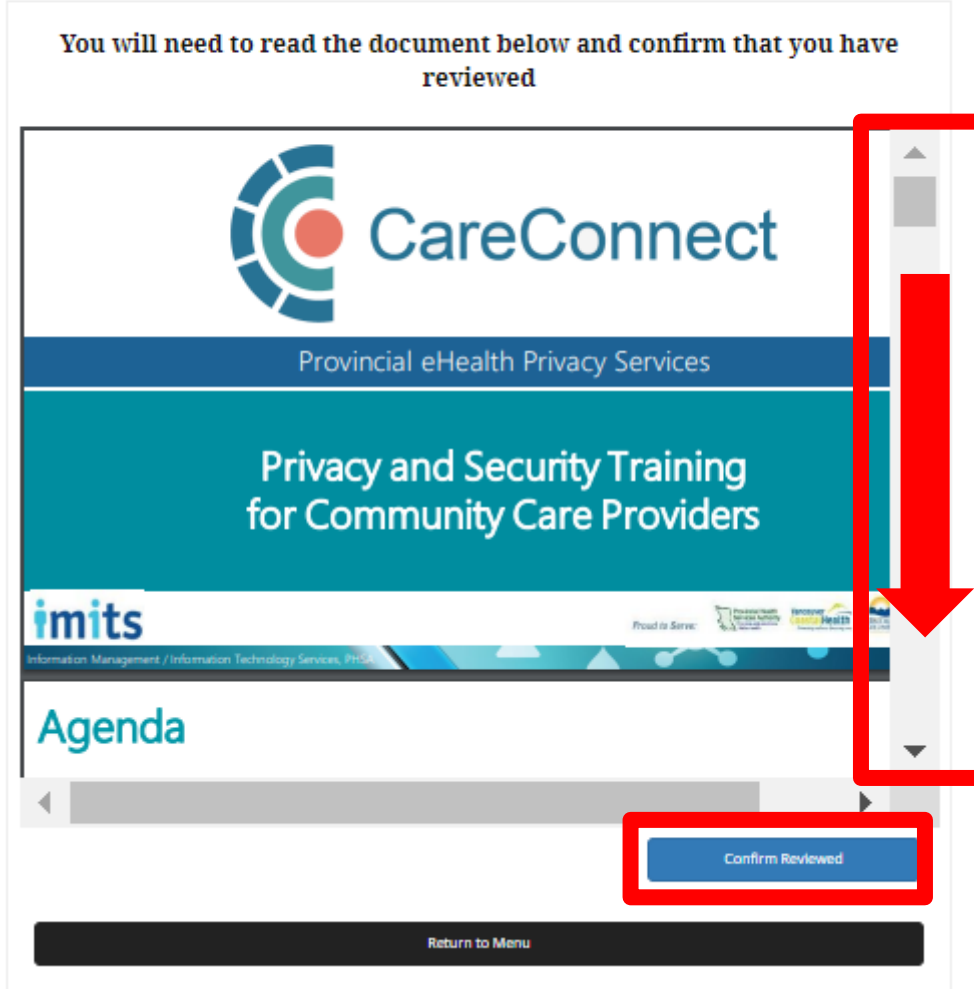


# 3C. Review the Privacy & Security Training Course

- Review the Privacy & Security Training for CareConnect Providers course by using the navigation bars to scroll down.
- Once you have finished reviewing the course, press Confirm Reviewed.

## Privacy and Security Training for Community Care Providers

You will need to read the document below and confirm that you have reviewed



The screenshot shows a web page for 'CareConnect' with the following elements: a logo with a stylized 'C' in blue and red; the text 'CareConnect' in blue; a blue bar with 'Provincial eHealth Privacy Services'; a teal bar with 'Privacy and Security Training for Community Care Providers'; a footer with 'imits' and 'Information Management / Information Technology Services, PHSA'; and a 'Confirm Reviewed' button. A red box highlights a vertical scrollbar on the right side of the page, with a red arrow pointing downwards. Another red box highlights the 'Confirm Reviewed' button at the bottom right.

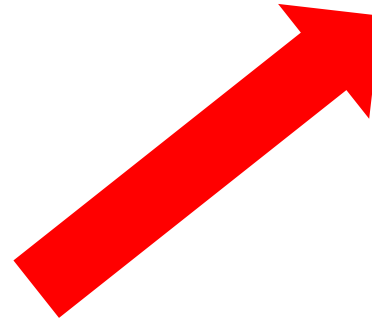
# 3C. Review the Privacy & Security Training Course – cont'd

**Please Confirm**

By clicking Sign below, you are confirming you have read / reviewed the CareConnect Privacy and Security Training Course.

Once you have clicked Sign, your approval / acceptance will be captured as a digital signature.

[Close](#) [Sign](#)



**You have completed the Privacy and Security Training Course, but you can review the course below**

The screenshot shows the CareConnect website interface. At the top, there is a red-bordered box containing the text: "You have completed the Privacy and Security Training Course, but you can review the course below". Below this, the CareConnect logo is displayed, followed by the text "Provincial eHealth Privacy Services". The main heading reads "Privacy and Security Training for Community Care Providers". Below this, there is a section for "imits" (Information Management / Information Technology Services, PHSA) and an "Agenda" section with a sub-item "Introduction". At the bottom of the page, there is a black button with the text "Return to Menu", which is highlighted with a red border.

- A pop-up window will appear once you click **Confirm Review**.
- Click **Sign**. This will change the text above the viewer to say *"You have completed the Privacy & Security Training Course but you can review the course below."*
- Click **Return to Menu**.

# 3D. Privacy & Security Course Completion

- When you return to the main menu, the module will now read “You have read the Privacy and Security Training Course for Community Providers course – No Further Actions Required.”
- At any point, you can click **Review Course** to reference the content again.
- You may proceed to the next module.

## Applications



### Privacy and Security

You have read the Privacy and Security Training for Community Care Providers course, no further actions required

Review Privacy Course



### HPCAA

You will need confirm you have read and agree to the terms of the HPCCA for access to CareConnect

Sign Your HPCAA



### CareConnect

Click below to request access to CareConnect

Request CareConnect Access



## 4: Complete the Healthcare Practitioner CareConnect Access Agreement (HPCAA)

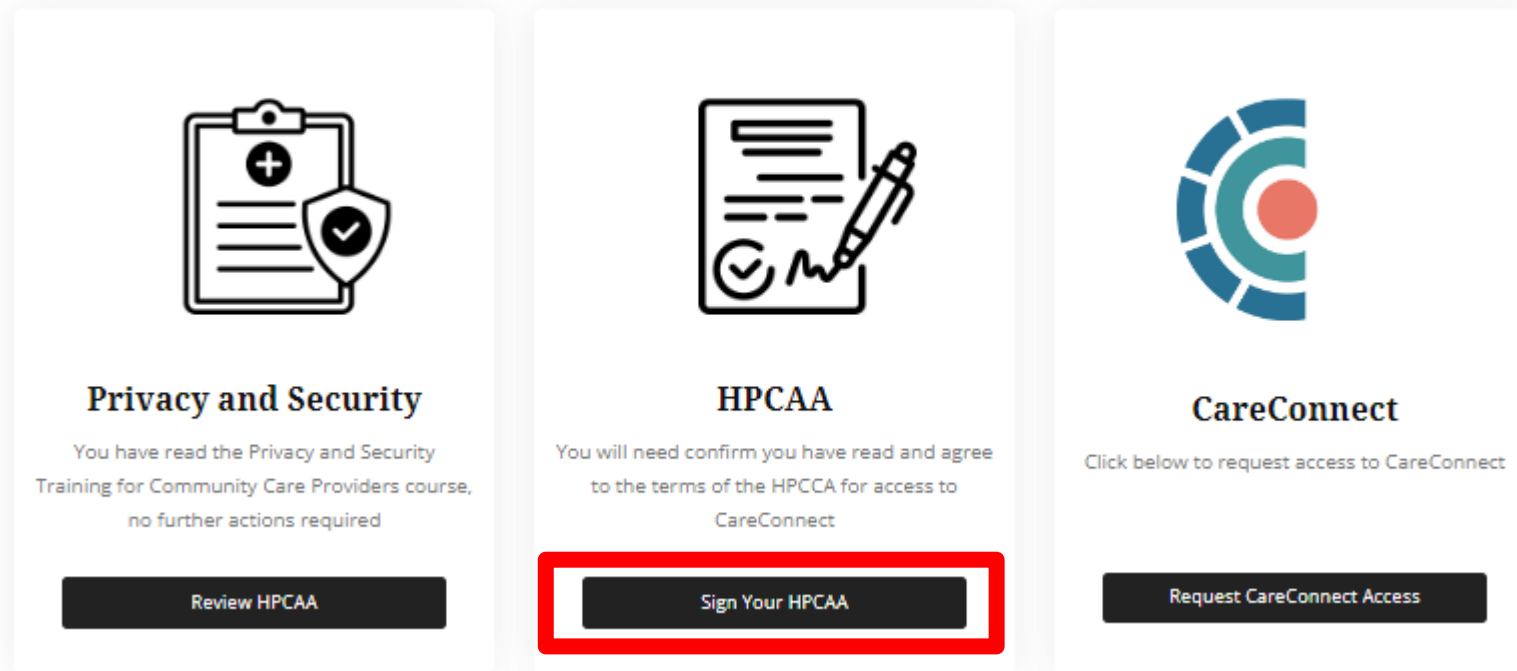


# 4A. Open the HPCAA Module

**NOTE:** All Authorizers and Independents are required to review and sign the HPCAA Form before they are granted access to CareConnect.

- From the CareConnect portal, click on the **Application Access** module to open up the **Applications** window.
- Click on the **Sign Your HPCAA** button to open the HPCAA document.

## Applications



The screenshot displays three application modules in a row. The first module, 'Privacy and Security', features a clipboard icon with a plus sign and a shield, and a button labeled 'Review HPCAA'. The second module, 'HPCAA', features a document icon with a checkmark and a pen, and a button labeled 'Sign Your HPCAA' which is highlighted with a red rectangular border. The third module, 'CareConnect', features a circular logo with blue and red segments, and a button labeled 'Request CareConnect Access'. Below the 'CareConnect' button, there is a link that says 'Click below to request access to CareConnect'.

# 4B. Complete HPCAA Requirement

- Once you have reviewed the HPCAA Agreement, click on the **Agree to Terms** button.
- You will be prompted to confirm and digitally sign the agreement by clicking on the **Sign** button.

## HPCAA

You will need to review and agree to the terms of the Health Professional CareConnect Access Agreement below

**Instruction:** this Agreement must be signed by an individual Health Professional, not by a corporation or an association.

**HEALTH PROFESSIONAL CARECONNECT ACCESS AGREEMENT**

**BETWEEN:**  
PROVINCIAL HEALTH SERVICES AUTHORITY  
(“PHSA”, or the “Health Authority”)

**AND:**  
(The “Health Professional”, “You”, or “Your” as applicable)

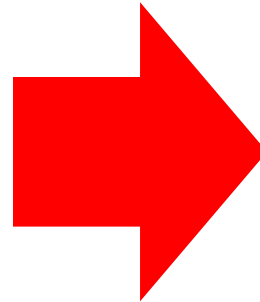
**1. BACKGROUND**  
CareConnect provides a consolidated view of a patient’s health record across the provincial health system and includes patient data from all health authorities in the province, and data from Province Systems, being the computerized information systems listed in the attached Schedule 1 to this Agreement. The Health Authority is administering user access to CareConnect (including the administration of access, through CareConnect, to data from Province Systems) for Health Professionals.

The purpose of providing You and the persons whom You have authorized access to information that is contained in CareConnect is to enhance patient care by providing timely and relevant information to persons involved in the provision of therapeutic care to patients. CareConnect contains highly sensitive information that must be protected by strong privacy and security controls in accordance with provincial policies and standards, Health Authority policies and standards, and applicable privacy laws.

You are accountable for Your, and the Supervised Person’s, compliance with the terms and conditions of this Agreement and all policies, guidelines, and directives applicable to

**Agree to Terms**

Return to Menu



**Please Confirm**

By clicking Sign below, you are agreeing to all of the terms and conditions outlined in the CareConnect HPCAA.

Once you have clicked Sign, your approval / acceptance will be captured as a digital signature.

Close **Sign**

**NOTE:** After clicking on the ‘Sign’ button, you can print or save the document for your records.

# 4C. Review HPCAA

- Once the HPCAA is signed there is no further action required.
- At any point, you can click **Review HPCAA** to reference the content again.
- You may proceed to the next module.

**HPCAA**

**You have already signed your Health Professional CareConnect Access Agreement, but you can review the agreement below**

Instruction: this Agreement must be signed by an individual Health Professional, not by a corporation or an association.

**HEALTH PROFESSIONAL CARECONNECT ACCESS AGREEMENT**

**BETWEEN:**

PROVINCIAL HEALTH SERVICES AUTHORITY  
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Return to Menu

# CareConnect Enrolment: High-Level Overview

**STEP 1**  
Validate your identity and log-in using the BC Services Card app

**STEP 2**  
Register or Join a Worksite

**STEP 3**  
Complete the Privacy and Security Requirements

**STEP 4**  
Apply for CareConnect Access

See the relevant guide below for your profession/role for detailed instructions on how to apply for CareConnect Access:

- If you are a Physician or Nurse Practitioner, see [How to Apply for CareConnect as an Authorizer](#)
- If you are an MOA, resident or Nurse (LPN), see [How to Apply for CareConnect as an On-Behalf-Of User](#)
- If you are a Pharmacist, or RN [How to Apply CareConnect As An Independent User](#)





Questions? Check out our [FAQ page](#) or  
email [private.careconnect@phsa.ca](mailto:private.careconnect@phsa.ca)



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