

1. General Information

- The AMS works with your primary care provider (family doctor or nurse practitioner) to manage your anticoagulation (blood thinning) treatment. The AMS pharmacists will give you dosing instructions, blood test directions (example: INR), and may help with prescribing medicines (example: warfarin).
- You need to have a regular doctor/nurse practitioner, and if they leave or retire, you need to find a new one as soon as possible. Your regular doctor/nurse practitioner is in charge of your overall health care.
- Follow the instructions from the AMS about your warfarin doses, blood tests, and lifestyle. Let the AMS pharmacists know if anything changes that could affect your warfarin (example: diet, illness, or medicine changes, etc.).
- You will need to be able to travel to the laboratory for blood tests when asked. If you cannot make your appointment, call the AMS as soon as possible to reschedule.
- You need to have a phone and be reachable. If you cannot answer, a message can be left on voicemail or an answering machine. If your phone number changes, make sure to tell the AMS as soon as possible.
- Call the AMS if you do not receive instructions within 24 hours after a blood test (INR).
- You or someone close to you must tell the AMS if you go to the hospital or Emergency Room.
- Management of your anticoagulation treatment by the AMS is your choice, and you can stop at any time.
- If you decide to stop using the AMS, your care will be transferred back to your regular doctor/nurse practitioner.
- For women who can get pregnant: warfarin can cause serious birth defects for babies. If you become pregnant or plan to become pregnant while taking warfarin, you must contact the AMS and your regular doctor/nurse practitioner to find a safer medication.
- Not following the terms of the patient's responsibilities or AMS instructions may result in serious health problems. You may be asked to stop using the service and have your care transferred to your primary care provider.

2. Access and Disclosure of your Personal Health Information

- The AMS will keep your personal health information in a health record that is protected by SHA privacy policies/procedures and The Health Information Protection Act (HIPA).
- AMS pharmacists receive INR results from the SHA laboratory reporting system as part of the clinic process. If INR results are not sent directly to AMS pharmacists may need to check them using electronic health records (like eHealth viewer or the hospital Sunrise Clinical Manager {SCM} system).
- The AMS pharmacists may need to request, search for, and/or view your other health care records (such as hospital visits, medications, or lab tests) if it is needed to manage your care.
- If needed, as part of the clinic process, the electronic anticoagulation health record will be updated when you visit an SHA Emergency Room, are admitted to an SHA hospital, or are discharged from these facilities.



2. Access and Disclosure of my Personal Health Information (Continued)

- Pharmacists working in the AMS clinic, deemed, at their discretion, to be acting in the best interest of your care management, may disclose this information to:
 - ⇒ Healthcare providers involved in your care (example: surgeon, family physician, nurse, pharmacist).
 - ⇒ Specialists who have not been directly involved in your care but may guide or support the pharmacist's decisions about your therapy (example: AMS medical director, hematologists on a consultation basis).
 - ⇒ Healthcare who have not been involved in your care but are needed to protect your health or ensure your safety (example: Emergency Room or hospital doctor, nurse).
- You must give extra consent (or your medical proxy if you are unable to give consent) for any sharing of your personal health information not mentioned above or when required by law.
- You can change your decision about how your information is collected, used, and shared at any time. Let the AMS know if you decide to change it. This change will not be retroactive (apply to past decisions).
- Your de-identified health information may be used for quality checks at the AMS or for SHA research on patient safety.
- If you want to change your decision about the AMS pharmacists' access to or sharing of your personal health information, let the AMS know. Not being able to access important patient information may stop proper care in the AMS clinic. In some cases, your care may need to be transferred to another practitioner, but this will be decided based on your situation.



Not being able to access important patient information may prevent proper management of your care in the AMS. In some cases, your care may need to be transferred to another practitioner, but this will be decided based on your situation.

3. Electronic Communications (Optional)

- AMS will use agreed-upon electronic communication methods to share information with you about your healthcare.
- AMS will take reasonable steps to protect the security and confidentiality (privacy) of the electronic information sent and received.
- AMS is not responsible for any damage or issues caused by the loss of confidentiality (privacy) in electronic communication that is not due to the healthcare provider's intentional actions.
- AMS cannot guarantee that electronic communication will always be secure. You must understand the risk of loss of privacy/confidential health information when using electronic communication.
- AMS cannot guarantee that electronic communication will be free from technical issues, such as lost messages or delays.
- Information communicated electronically may be kept in your health record.
- Electronic communication will not replace direct communication (face-to-face or phone) for urgent or sensitive matters.
- AMS has the right to stop any communication option if it becomes too difficult or is used incorrectly.
- Choosing not to use electronic communication will not affect your care at the AMS, and other ways of communicating will be arranged.
- You can withdraw your consent for electronic communication at any time, but you must provide written and verbal notice to confirm the change.



The following questions and answers are guidelines for utilizing email and texting as a method of communication with your healthcare provider.

What are my risks when using electronic communications?

- Electronic communication is not guaranteed to be secure or confidential (private); unauthorized people may be able to intercept, read, or change emails sent by you or the Saskatchewan Health Authority (SHA) Anticoagulation Management Service (AMS).
- Electronic communications might accidentally be sent to the wrong people or places.
- Employers may monitor emails sent or received using work email systems.
- Emails can carry viruses, some of which may cause emails to be sent without permission.
- Emails can be forwarded without the sender knowing or approving.
- Shared family email accounts or cellular telephone plans can put your privacy at risk.

How will SHA AMS use my electronic email/cell number?

- Electronic communication, like text messages, will be used to remind you about appointments and missed appointments.
- We will not use electronic communication to discuss sensitive health information. However, if requested, we may send you dosing instructions through electronic communication.

How will the information in my electronic communications be used?

- The information in an email or text message sent to SHA AMS may be shared with other SHA AMS pharmacists on a need-to-know basis as part of your anticoagulation therapy.
- SHA AMS will never share your communications with anyone not involved in your care without your written consent, except as authorized or required by The Health Information Protection Act (HIPA).
- Remember, all electronic communications, whether sent or received, may become part of your health record.
- Any communications or information not part of your patient record will be deleted from inboxes and sent mail after the communication is finished.

What should I do if I change my email address or cellular number?

- You must let SHA AMS know as soon as possible to help maintain confidentiality.

When responding to an AMS email,

- Instead of creating a new email, be sure to click **REPLY**. This keeps an email trail that helps you and your SHA care provider track messages and avoids the risk of entering the wrong email address.
You may want to keep copies of the messages you send and receive in your email program for your records.

****If you have any questions or concerns, please contact your SHA AMS pharmacist****

