

## Clinical Process Instruction Manual

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### Electronic Access to Electronic Health Records, TGLN Clinical Staff Process Instruction

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#### Policy:

Trillium Gift of Life Network (TGLN) coordinators require access to electronic health records to collect personal health information as permitted under the *Trillium Gift of Life Network Act*. This access ensures that TGLN coordinators can collect comprehensive information in a timely fashion for the purposes of donation and transplantation.

TGLN recognizes that deviations in electronic access exist across various health care institutions based on individual facility policies and platforms. This process instruction is applicable to hospitals that provide TGLN coordinators with individual and generic usernames and passwords.

For the purposes of this Clinical Process Instruction (CPI), TGLN coordinator may refer to the Organ and Tissue Donation Coordinator (OTDC), Tissue Coordinator (TC) or Clinical Responder (CR). Designate may refer to Organ or Tissue Program Clinical Manager and/or to Administrative Assistant to Organ and/or Administrative Assistant to Tissue Program.

#### Process:

##### Incoming TGLN coordinators

1. Human Resources will notify the Organ or Tissue Clinical Manager of incoming TGLN coordinators.
2. Organ or Tissue Clinical Manager will notify designate via e-mail of incoming staff and identify to which region the employee will be assigned.
3. Designate will update his/her specific program records to include the incoming TGLN coordinator by region.
4. Designate will forward an electronic confidentiality agreement specific to each hospital in the assigned region, to the TGLN coordinator.
5. TGLN coordinator is responsible for tracking which hospitals they require access for and what hospitals are outstanding.
6. TGLN coordinator will read and sign the confidentiality agreements for each applicable hospital, scan and send a copy back to the designate. By signing the document the TGLN coordinator is agreeing to all terms and conditions set forth by the confidentiality agreement.

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7. Designate will forward the completed confidentiality documents to the specific hospitals. This process acts as notification to the hospitals that a new TGLN coordinator will require electronic access.
8. Each hospital participating in electronic access will provide the TGLN coordinator with electronic access information as per the identified process at that facility.
9. TGLN coordinator will notify the designate that access has or has not been obtained within one (1) business week of receiving access.
10. If access has not been obtained, the designate will notify the Director of said hospital who will notify the hospital operational lead for assistance.
11. Designate will update his/her records, confirming access has been obtained.

#### **Outgoing TGLN coordinators**

12. Organ or Tissue Clinical Manager will notify Human Resources of an employee departing TGLN.
13. Human Resources will forward a resignation checklist to the Organ or Tissue Clinical Manager.
14. Program Clinical Manager will notify his/her designate via email within 48 hours (business days).
15. Designate will notify all applicable hospitals of the outgoing employee within the same 48 hours.
16. Hospitals will provide the designate with confirmation of electronic access termination.
17. Designate will update his/her records to remove the outgoing TGLN coordinator.
18. Designate for Tissue will notify the Tissue Program Clinical Manager and the designate for Organ will notify the Professional Practice Manager, via e-mail, that electronic access has been removed from outgoing employee.

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#### References:

- No references

#### Records:

- No records