

Protecting Your Patient's Information

At AIHS we want to ensure your patient's information is protected. We appreciate when our customers send us information which helps us thoroughly investigate a feature request or other support call.

However, we want to ask that you avoid sending screenshots in faxes or emails that contain Confidential Information pertaining to a patient. We've put together some standards which you may share with other users.

When sending information to AIHS, please be aware that patient information that could identify the individual should be removed. Do not send the following:

- **Patient name**
- **Date of birth**
- **Address**
- **Phone number(s)**
- **Personal health number**
- **Other identification numbers.**

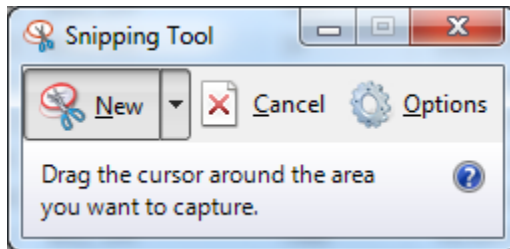
The patient's MOIS chart number should be left visible so that AIHS can support you in your request.

Please be vigilant in removing patient information found in the text of reports, encounters, letters, consults, procedures, etc.

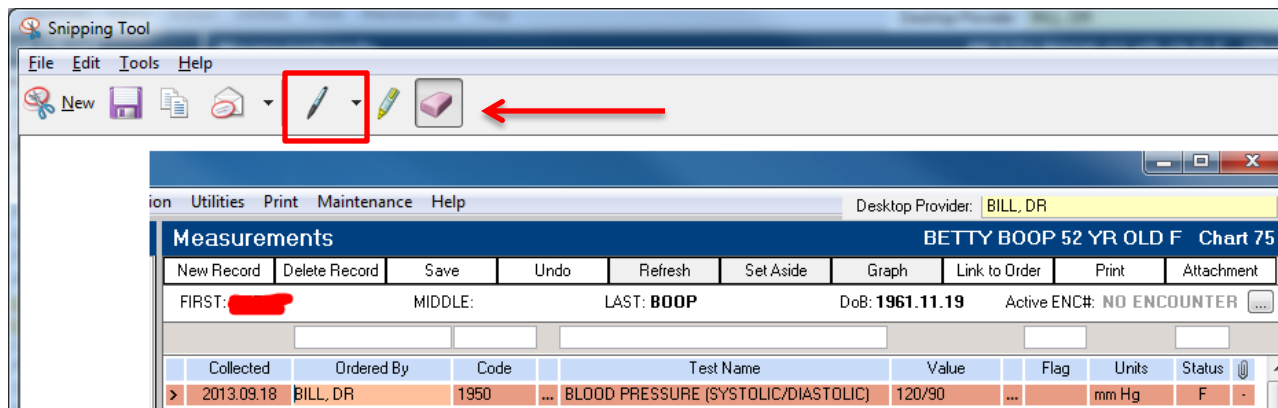
There are several quick and easy ways to take screenshots from Windows.

1. **PrtScn Button.** To take a screenshot of everything open on your monitor, press the **PrtScn/PrtScrn** button on your keyboard.
2. If you want to take a screenshot of only the window you have active, hold the **Alt** button and press **PrtScn/PrtScrn**. You can then paste this screenshot into another program (e.g. Word or Paint) to edit it.

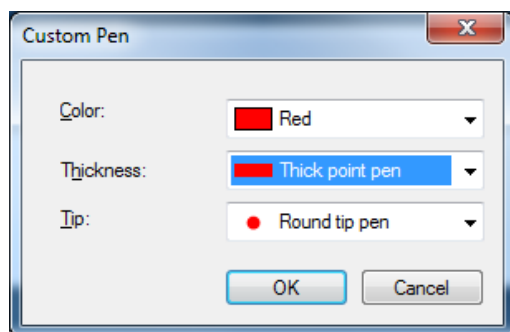
3. **Snipping Tool.** (Available in Windows Vista or above) Open your computer’s Start Menu and search for “Snipping Tool”. Open the tool and select “new”.



Hold down the left mouse button and drag the box over the area you would like to take a screenshot of, releasing the mouse to take the screenshot. Your screenshot will open in the Snipping Tool window. Use the pen and highlighter buttons to write on the screenshot or highlight certain information.



Click on the drop-down arrow beside the pen icon and select “Customize...” to change the pen to a thick point which you can use to block out patient information.

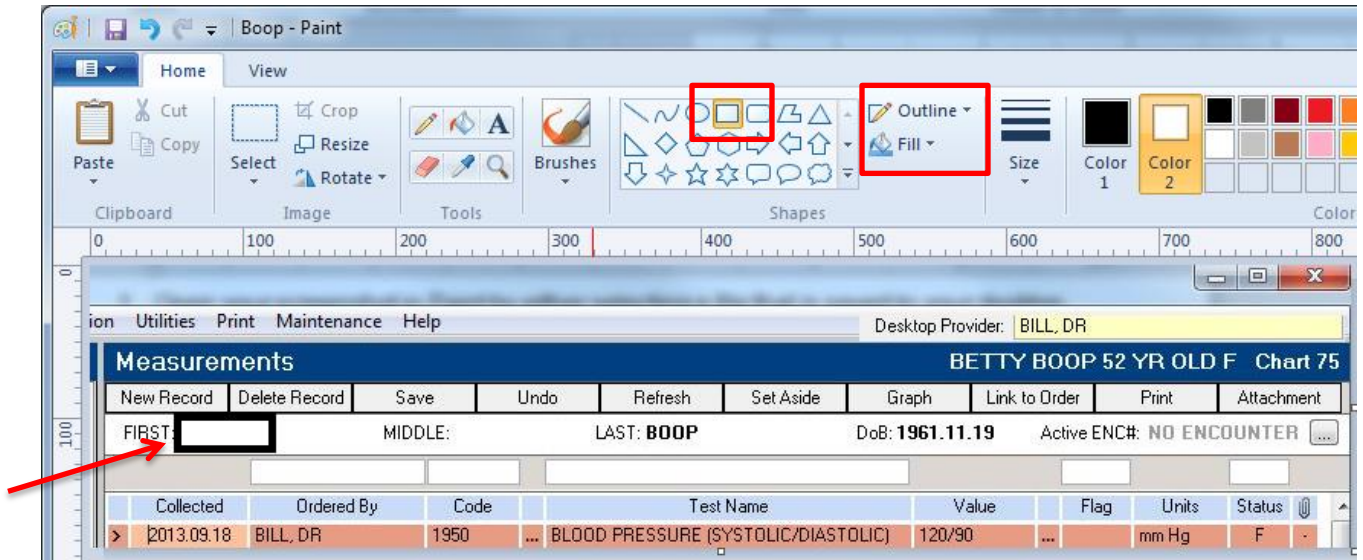


If you make a mistake, use the eraser icon to remove the writing. When you have finished editing, click “File” and “Save as...” to save the screenshot.

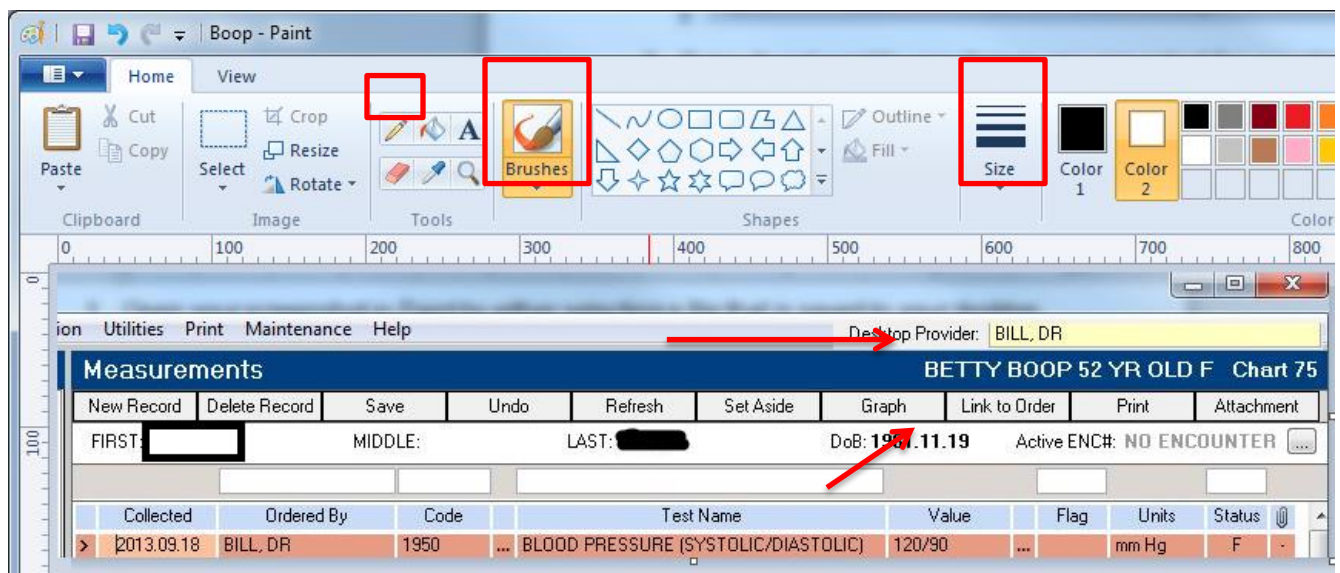
Using Microsoft Paint:

1. Open your screenshot in Paint by either selecting a file that is saved to your desktop, or Pasting the file (if saved to your Clipboard) by pressing Ctrl V on your keyboard.

- Click on a shape and draw the shape over the information you would like to cover. Adjust the fill and outline options (to the right of the shapes) to block out the text. In the example below, I have changed outline & fill to solid colour, so that I cannot see the name “Betty” underneath the shape.



- If you do not want to use shapes, you can select the pencil tool and draw over the information you want to remove. Select the appropriate size from the drop-down menu, and hold down the mouse to draw over the information.



- Be sure that you have blocked out all patient identifying information. In the example screenshots above, date of birth and the patient’s name and age at the top right would need to be blocked out. The information from the MOIS measurement record (e.g. date, test name, test results, etc.) can be sent to AIHS.