

MyHealthPEI Provider Portal Privacy Statement

In accordance with the [PEI Government Privacy and Security Policy](#) and [Health PEI's Statement on Privacy and Your Personal Health Information](#), we maintain the privacy of individuals' personal information and personal health information (PI/PHI) in compliance with the provincial [Freedom of Information and Protection of Privacy \(FOIPP\) Act](#) and the [Health Information Act \(HIA\)](#).

The Department of Health and Wellness and Health PEI take care to ensure that individuals' personal information (PI) and personal health information (PHI) is protected in the MyHealthPEI Provider Portal. Individuals' PI/PHI will only be collected, used, or disclosed in a manner that is in accordance with the above-stated legislation and policy.

Privacy – Your Responsibilities

You may access, use, or disclose PI/PHI only as required to fulfill your professional duties in the provision of health care. You must keep all PI/PHI strictly confidential, and you must not access information for personal reasons or out of curiosity. You may not share or discuss any PI/PHI except as required and authorized for patient care in accordance with applicable laws. You must also complete all privacy training as required by Health PEI.

Note that search results returned by the MyHealthPEI Provider Portal are not limited to a particular provider's patients, which poses a risk of unauthorized access and use of PI/PHI. You are reminded to be aware of your privacy obligations and to exercise caution by accessing only the PHI of your patients, and only the minimum amount of PHI necessary to fulfill your professional duties. When accessing the MyHealthPEI Provider Portal from a shared device, you should be cautious to avoid exporting or saving PHI to locations accessible by unauthorized parties. You must not retain, store, or print PHI except as authorized and must dispose of any printed material securely.

When seeking technical support, PHI should not be transmitted through email. All PHI should be removed or redacted before sending emails requesting assistance.

Note that there are safeguards in place to prevent unauthorized access to PHI, including ongoing monitoring and auditing of the MyHealthPEI Provider Portal.

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Other notes about privacy

You may be invited to complete customer surveys to help improve the MyHealthPEI user experience. These surveys will be entirely voluntary, and you may decline to participate at any time.

MyHealthPEI uses Google Analytics to collect anonymous technical information which may include active user and session statistics, approximate geolocation, and browser and device information. This anonymous technical information may be used for purposes such as understanding usage patterns, undertaking quality assurance activities, enhancing product capability and performance, and statistical analysis and reporting. If you wish, you may opt-out of Google Analytics by installing the [Google Analytics Opt-Out Add-on](#) for your web browser. Alternatively, you may configure your web browser settings to block the use of cookies.

MyHealthPEI Privacy Questions or Concerns

For more information about what health care providers should know about protecting privacy when using MyHealthPEI, please consult the Frequently Asked Questions or contact the support team at myhealthpeisupport@gov.pe.ca.