

# Experience Sharing Session on Good Data Governance by Privacy-Friendly Awardees 2023

Gleneagles Hospital Hong Kong

Speaker:

Mr Wilfred Chiu

Director of Operations



Gleneagles Hospital  
HONG KONG  
港怡醫院

© 2021 IHH Group. All Rights Reserved. IHH Group is comprised of IHH Healthcare Berhad, its subsidiaries, related corporations and affiliates ("the IHH Group"). All material, trademarks, service marks, logos and all other intellectual property used herein are the property of the IHH Group. The material herein is also confidential. Unless you are authorised by IHH Group to do so, no part of this material should be reproduced or published in any form by any means, nor should the material be disclosed, disseminated or distributed to any third party without the consent of IHH Group. If you are not the intended recipient of this material or have received this in error, please promptly delete / destroy this and all copies.

# Contents

---

- (I) Introduction 醫院簡介
- (II) Data Protection Governance Structure 個人資料監管架構
- (III) Australian Council on Healthcare Standards (ACHS) Accreditation 「澳洲醫療服務標準委員會」認證
- (IV) Distinguish Feature of Healthcare Data 醫療數據特點
- (V) Safeguard Tools & Practices 個人資料保護措施
- (VI) Evolving Technology & Cybersecurity 科技發展 與 網絡安全
- (VII) Staff Training & Education 員工培訓



# (I) Introduction 醫院簡介



*Gleneagles Hospital Hong Kong (GHK) officially opened for service from 21 March 2017.*

*GHK is a multi-specialty tertiary hospital located on Hong Kong Island South, jointly developed by IHH Healthcare and NWS Holdings Limited, with The University of Hong Kong as its exclusive clinical partner.*

## 持續發展目標 (Sustainability Approach):



### Patients

賦予病人更優質、更便捷的醫療選項



### People

締造多元化、共融和安全的工作環境



### Public

履行企業責任、建構更健康的社區

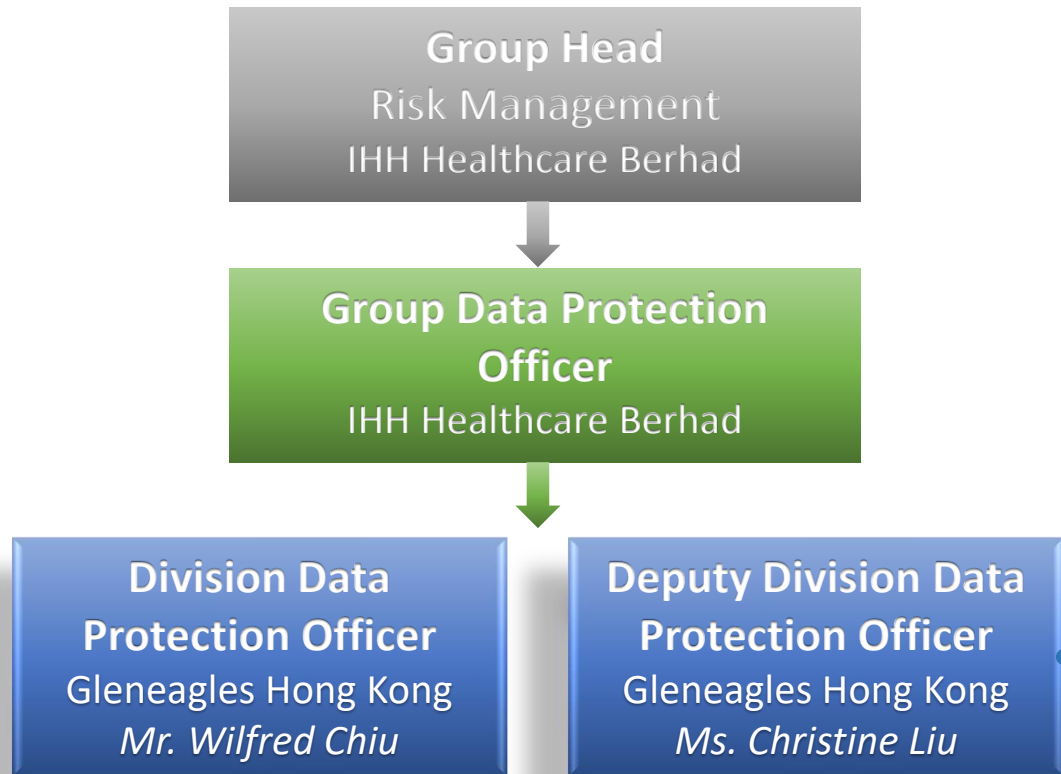


### Planet

保護我們的地球、減少碳足印



## (II) Data Protection Governance Structure 個人資料監管架構



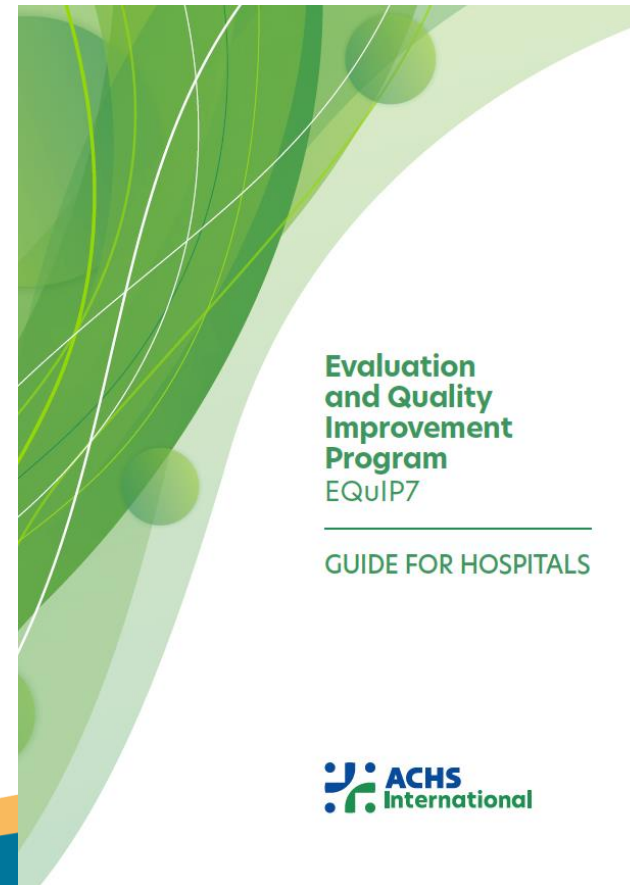
Governance Committee / Meeting 監管委員會 / 會議:

- **Clinical Governance Committee** (醫療監督)
- **Non-clinical Risk Management Committee** (風險管理)
- **Service Quality Committee** (服務質素)
- **Medical Record Workgroup** (醫療紀錄)
- **Client Feedback Group** (客戶意見)



# (III) Australian Council on Healthcare Standards (ACHS) Accreditation

## — 「澳洲醫療服務標準委員會」認證



**Gleneagles Hospital**  
HONG KONG  
港怡醫院

## (III) ACHS: Data Protection Related Requirements

### 認證標準 (保障個人資料相關要求)

<i>Criteria</i>	<i>Standard</i>	<i>Compliance Requirements</i>
1.1	Information on Services	Staff are trained effectively to provide <b>Health Information (個人健康資料)</b> that addresses the needs of patients.
1.5	Rights and Responsibilities	<b>Patient Privacy and Confidentiality (病人私隱和保密)</b> are monitored, breaches are analyzed, and appropriate action is taken.
1.6	Consent	Process to ensure <b>Consent Documentation (同意書)</b> is reviewed prior to any procedures and/or interventions.
2.1	Health Records	<b>Health Records Management Systems (醫療紀錄系統)</b> that ensures records are stored, tracked and monitored safely and securely.
4.4	Information Management	Continual monitoring of <b>Information and Communication Technology Systems (資訊科技系統)</b> to identify potential suspicious activities and virus detection.





## (IV) Distinguish Feature of Healthcare Data 醫療數據特點

Data Integrity  
資料完整性



- **Crucial to maintain Accuracy & Quality (準確 & 質素)** of patient's health information & medical data, including health reports, diagnostic images, laboratory tests and medical records.
- Incorrect data might become significant health threats for patients and cause liability for clinicians, resulting in potential misdiagnosis, delay or inadequate treatment.

Secondary  
Use of Data  
二次數據使用



- Secondary use of health data **between Private / HA Hospitals, Healthcare Providers and Business Partners** can support clinical decision making, research studies or public health policies.
- Efforts to balance / tradeoff / compromise between privacy management, legislation side and technology side. (e.g. COVID-19 追蹤接觸者資料庫)

Consistent  
Practice  
統一處理標準



- Hospital's patient data **handle by Various Practitioners (各職醫護人員)** including Clinical & Non-clinical Staff / Visiting Doctors / Seconded Clinicians / Nursing Student / Agency Nurse, etc.
- Ensure alignment of data protection practices to comply hospital standards and applicable regulations through consistent implementation of governance mechanism.

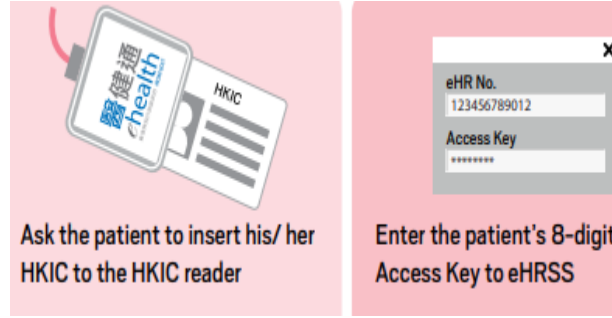


# (V) Safeguard Tools & Practices 個人資料保護措施



## Medical Record 加密傳輸

- Encrypted email + SMS random password



## Obtain Patient Consent 登入醫健通

- Via HKIC Card or Access Key to eHRSS system



## Medical Record Transfer 運送病歷

- Secure transfer using Nylon Zip Bag



## Confidential Printing 文件水印

- Watermark with printer's name, printing date & time on each page



## Activity Log of Hospital System & Medical Records 系統活動記錄

- Auto-log all activities in Hospital Management System



## Auto-encryption 電郵自動加密

- All emails sent out via HMS auto-encrypted + random password





# (VI) Evolving Technology & Cybersecurity 科技發展 與 網絡安全

## 港怡加強版新冠視像會診連藥物

Gleneagles Enhanced Virtual Consultation for COVID-19 with medication

- 適用於2019冠狀病毒病確診者或其密切接觸者  
For COVID-19 patients or their close contacts
- 家庭醫生為您視像診症  
Virtual consultation with a family doctor
- 基本處方藥物  
Basic prescription medicines
- 藥物送遞服務  
Medication delivery service



## Gleneagles Hospital HONG KONG 港怡醫院

### 港怡專科視像會診

適用於現有指定專科覆診病人

安坐家中，安心放心!



## Gleneagles Hospital HONG KONG 港怡醫院

### 港怡普通科視像會診



## Virtual Consultation 視像會診

Virtual consultation offers:

- 彈性：flexibility to patients with medical needs while staying at home;
- 省時：save travelling time for resting and recovery;
- 方便：convenient for people with limited mobility or living in remote areas.

- ① To **confirm Booking Details (確定預約)**, GHK Customer Services will contact client once phone call / on-line booking is received.
- ② Explicit **Opt-in Options (表明同意)**: Terms & Conditions, Disclaimer, Consent to GHK's Privacy Policy Statement.
- ③ To **reassure Appointment Schedule (預先登記)**, GHK nurse will contact client to perform registration before appointment time.
- ④ To **verify Client's Identity (核實身份)**, client / accompanying adult are required to present their valid identity cards before virtual consultation.
- ⑤ To **reconfirm Medicine Delivery arrangement (派遞安排)**, GHK Customer Services will contact client again after the consultation.



# (VI) Evolving Technology & Cybersecurity 科技發展與網絡安全



## GHK Doctor App

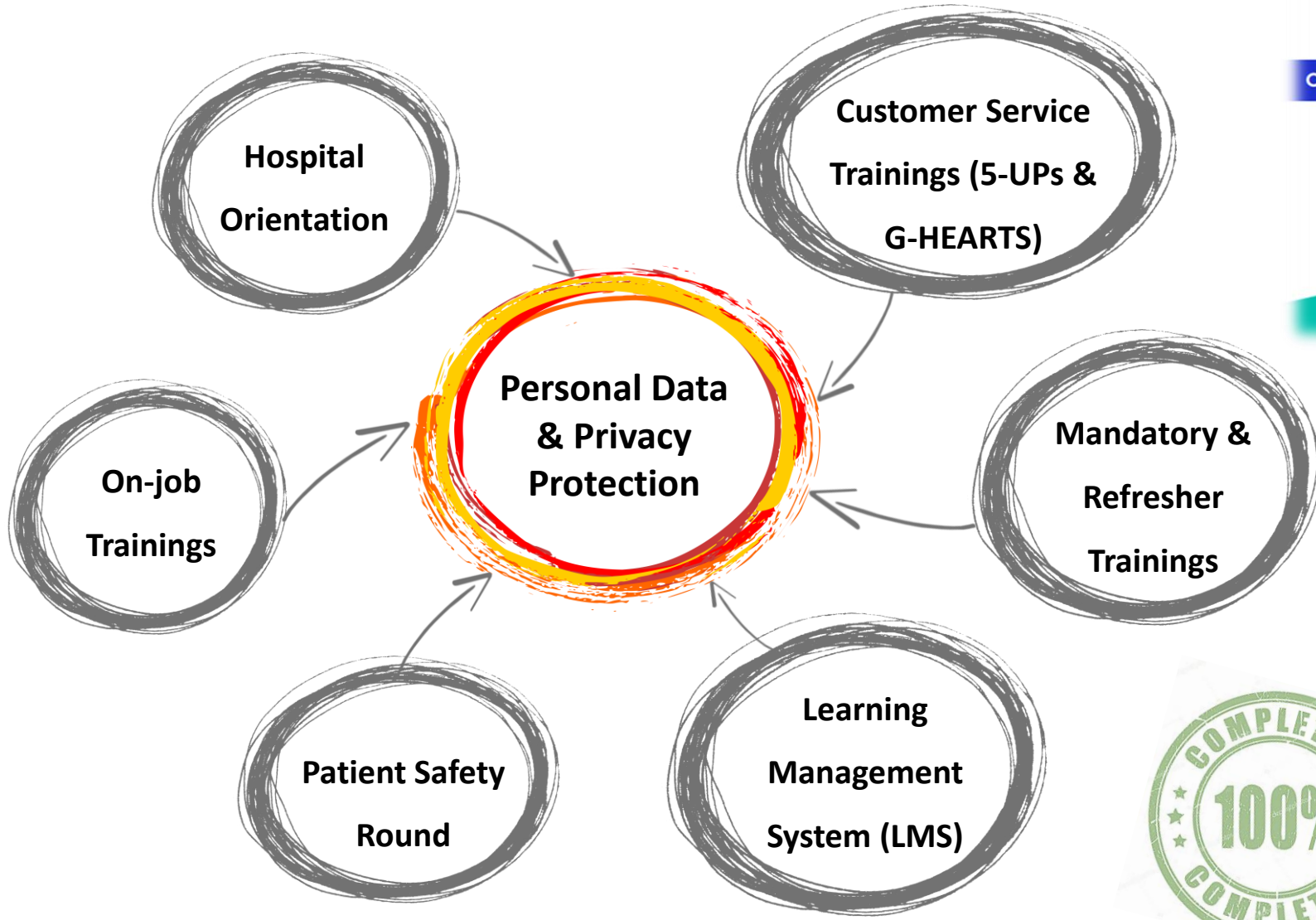
- 功能：Access Active Patient Data, Remote Orders, Past Records, Laboratory & Radiology Reports, Appointment Schedule, Fee Statement and Declaration Form.
- 登入：**Sign in with Microsoft Account** with full GHK email address, support with less security mistakes and more reliable security assurances.
- 身分驗證：**Verify with Phone Number** to perform Multi-factors Authentication in subsequent logins.
- 私隱影響評估：Conducted **Privacy Impact Assessment (PIA)** by external consultancy firm.

## GHK Patient App

- 用途：Manage appointment, registration, fee & billing, medical records, health management and contact hospital staff.
- 登入：**Sign in with Active Directory account**, support with less security mistakes and more reliable security assurances.
- 身分驗證：**Authenticate identity supports Fingerprint / Face ID**, a convenient and secure biometrics feature.
- 特定授權：**Specific Authorization is required** to activate some app functions, otherwise function icon of the function will not be shown.
- 私隱影響評估：Conducted **Privacy Impact Assessment (PIA)** by external consultancy firm.



# (VII) Staff Training & Education 員工培訓



## Let's Have Cyber-Safe Holidays!

**Don't let cybercriminals ruin your holiday fun!**  
Whether you are traveling or buying or selling items online this holiday season, keep the following tips in mind.

### Online Threat Prevention



- Keep an eye out for fake coupons, unbelievable promotional deals, or even fake shipping notices.
- Cybercriminals will repeatedly spam you with notifications this season, don't let your guard down. Never assume notifications are safe.
- Only purchase and use gift cards with the authorized retailer.



(Mandatory) 2022 Protecting Patient Data & Privacy Refresher Training (必修) 保護病人資料及私隱重溫課程

HKG-CORP-HR0014-HKG-YYY[0.5hr]



# Thank You



**Gleneagles Hospital**  
HONG KONG  
港怡醫院

© 2021 IHH Group. All Rights Reserved. IHH Group is comprised of IHH Healthcare Berhad, its subsidiaries, related corporations and affiliates ("the IHH Group"). All material, trademarks, service marks, logos and all other intellectual property used herein are the property of the IHH Group. The material herein is also confidential. Unless you are authorised by IHH Group to do so, no part of this material should be reproduced or published in any form by any means, nor should the material be disclosed, disseminated or distributed to any third party without the consent of IHH Group. If you are not the intended recipient of this material or have received this in error, please promptly delete / destroy this and all copies.