

Ontario Laboratories Information System (OLIS)
Questions and Answers for OLIS-Participating Community Labs and Specimen Collection Centres
Re: New OLIS Withdrawal of Consent Forms
April 2017

1. What has changed with respect to OLIS Withdrawal of Consent forms?

In 2010, the Ministry of Health and Long-Term Care (the ministry) assumed custody and control of OLIS. The OLIS Withdrawal of Consent form has been updated to reflect this change. Community labs and specimen collection centres (SCCs) will continue to collect and implement OLIS patient consent directives as before but will need to ensure use of the new Withdrawal of Consent form:

Form	Previous No.	New No.
<i>Restricting Access to Information in the Ontario Laboratories Information System – Withdrawal of Consent</i>	4471-44 (2009/02) and/or 4488-44E (2007/07)	4471-44E/F (2013/02)

Patients who wish to block access to their personal health information in OLIS continue to have three options:

1. Complete the new Withdrawal of Consent form at an OLIS-participating community lab or SCC conducting their lab test;
2. Contact ServiceOntario at 1-800-291-1405 to withdraw or reinstate consent in OLIS (Note: ServiceOntario processes patient-level directives only); or.
3. Continue to address consent management options with their health care practitioner (e.g., physician).

2. What is required of community labs and SCCs?

The ministry asks that community labs and SCCs:

1. Make available the Patient Information Sheets about the new Withdrawal of Consent form (in English and French);
2. Continue your current practices for collecting completed Withdrawal of Consent forms from patients and forwarding them to eHealth Ontario for processing, if required (Note: Community labs and SCCs with the capacity to process test-level directives will continue to do so as before):

Fax: Send to attention of eHealth Ontario Privacy Office (also indicate number of forms in package)

416-586-4397 or 1-866-831-0107

or

Mail: eHealth Ontario Privacy Office

PO Box 148

Toronto ON M5G 2C8

3. If asked, direct patients to contact ServiceOntario if they wish to reinstate consent in OLIS.

3. What is the process if a patient wants to reinstate his/her consent to share personal health information in OLIS?

Patients should be advised that if they wish to reinstate their consent in OLIS, they should call ServiceOntario at 1-800-291-1405. Individuals may also be directed to the Patient Information Sheet, which explains the consent reinstatement process.

4. Where can a community lab or SCC access additional OLIS Withdrawal of Consent forms and Patient Information Sheets?

The ministry is distributing OLIS Withdrawal of Consent forms and Patient Information Sheets to OLIS-participating community labs and SCCs. These documents will also be available on the Government of Ontario Central Forms Repository:

Withdrawal of Consent form – English

[http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-4471-44E~1/\\$File/4471-44E.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-4471-44E~1/$File/4471-44E.pdf)

Withdrawal of Consent form - French

[http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-4471-44F~1/\\$File/4471-44F.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/014-4471-44F~1/$File/4471-44F.pdf)

and on the ministry website: <http://www.health.gov.on.ca/en/news/bulletin/2010/20101119.aspx>

5. Where should the community lab or SCC refer the patient if he/she requires additional information or has more questions?

If a patient requires additional information, the OLIS-participating lab or SCC may refer him/her to the ministry website at http://www.health.gov.on.ca/en/news/bulletin/2010/20101119_qa.aspx and / or ServiceOntario at this toll free number: 1-800-291-1405.

6. Where should community labs and SCCs go for additional information?

If community labs and SCCs require additional information or have any questions, they should contact the eHealth Ontario Service Desk at servicedesk@ehealthontario.on.ca.