

Ontario Laboratories Information System (OLIS)
Questions and Answers for OLIS-Participating Hospital Labs and Specimen Collection Centres
Re: New OLIS Withdrawal and Reinstatement of Consent Forms
January 2014

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

In 2010, the Ministry of Health and Long-Term Care (the ministry) assumed custody and control of OLIS. The OLIS Withdrawal and Reinstatement of Consent forms have been updated to reflect this change. Hospital labs and their specimen collection centres (SCCs) should collect and implement OLIS patient consent directives using the new Withdrawal and/or Reinstatement of Consent forms:

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)
<i>Reinstating Access to Information in the Ontario Laboratories Information System – Reinstatement of Consent</i>	4853-44E/F (07/11)	4853-44E/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 hospital 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 hospital labs and SCCs?

The ministry asks that hospital labs and SCCs:

1. Make available the Patient Information Sheets about the new Withdrawal of Consent form (in English and French);
2. Collect the completed Withdrawal and/or Reinstatement of Consent forms from patients and forward them to eHealth Ontario for processing; and
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.

Note: Hospitals that wish to implement the Reinstatement of Consent form as part of their consent processes may do so but should contact eHealth Ontario for guidance on implementation.

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

eHealth Ontario will distribute electronic PDF files of OLIS Withdrawal of Consent forms and Patient Information Sheets to OLIS-participating hospital labs and SCCs, for printing. The Withdrawal of Consent form will 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 can a hospital lab or SCC access the OLIS Reinstatement of Consent forms?

OLIS Reinstatement of Consent forms may be accessed on the Government of Ontario Central Forms Repository:

Reinstatement of Consent form - English

<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=&ENV=WWF&TIT=4853&NO=014-4853-44E>

Reinstatement of Consent form - French

<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=&ENV=WWF&TIT=4853&NO=014-4853-44F>

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

6. Where should the hospital 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.

7. Where should hospital labs and SCCs go for additional information?

If hospital labs and SCCs require additional information or have any questions, they should contact eHealth Ontario's OLIS Help Desk at OLISBusinessHelp@ehealthontario.on.ca