

Panel Discussion: What Makes IT Work - Balancing on The High Wire

Partnering for Healthcare Excellence

- Singapore Healthcare Management Congress 2013
- Singapore Healthcare Enterprise Risk Management Congress 2013
- Singapore Healthcare Supply Chain Management Congress 2013

Panel members

- **A/Prof Low Cheng Ooi,**
Chief Medical Informatics Officer,
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Advocate & Solicitor, Legal Clinic LLC, Singapore

PDPA

- Personal data refers to data, whether true or not, about an individual who can be identified from that data;
- Growing concerns from individuals about how their personal data is being used - a data protection regime to govern the collection, use and disclosure of personal data is necessary to address these concerns and to maintain individuals' trust in organisations that manage data.
- Hospitals have lots of personal data – including clinical data

- The PDPA takes effect in phases:
- Formation of the Personal Data Protection Commission (PDPC) on 2 January 2013.
- Provisions relating to the DNC registry will come into force on 2 January 2014
- Main data protection rules will come into force on 2 July 2014.

REPUBLIC OF SINGAPORE
GOVERNMENT GAZETTE
ACTS SUPPLEMENT

Published by Authority

NO. 25]

FRIDAY, DECEMBER 7

[2012

The following Act was passed by Parliament on 15th October 2012 and assented to by the President on 20th November 2012:—

PERSONAL DATA PROTECTION ACT 2012

(No. 26 of 2012)

I assent.

TONY TAN KENG YAM,
President.

Date of Commencement: 2nd January 2013 — Parts I, II, VIII, IX (except sections 36 to 38, 41 and 43 to 48) and X (except section 67(1)), and the First, Seventh and Ninth Schedules

An Act to govern the collection, use and disclosure of personal data by organisations, and to establish the Personal Data Protection Commission and Do Not Call Register and to provide for their administration, and for matters connected therewith, and to make related and consequential amendments to various other Acts.

Be it enacted by the President with the advice and consent of the Parliament of Singapore, as follows:

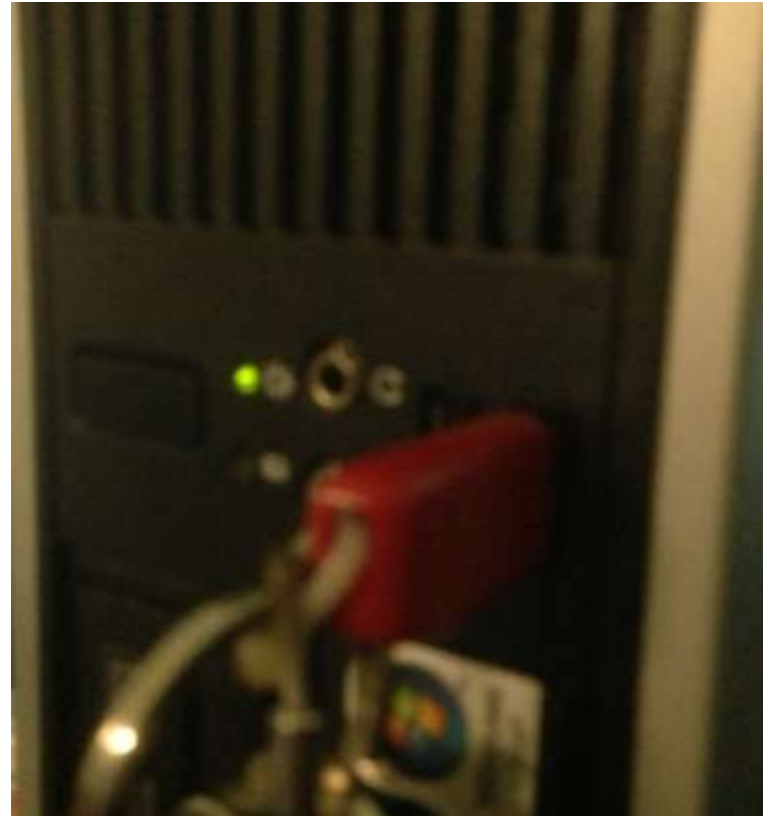
- The PDPA takes into account the following concepts:
 - Consent
 - Purpose
 - Reasonableness

SingHealth IT survey

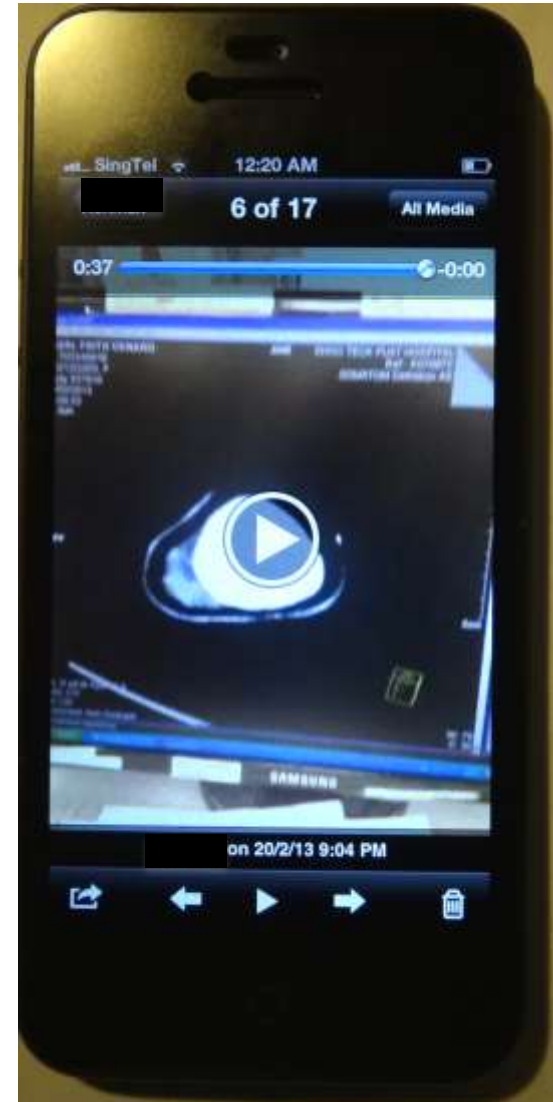
- 109 respondents
- 56.9 % - managing IT risks is their top concern.
- 78.9% - had been briefed on the need for managing IT risks on the job.
- 53.2% - either not aware (18.3%) or were unsure (34.9%) about:
 - what data/information has to be protected
 - the provision for legal protection against collection, use and disclosure of personal data/information
 - without notice and consent of the individuals concerned as provided for under the Singapore Personal Data Protection Act .

3 top concerns

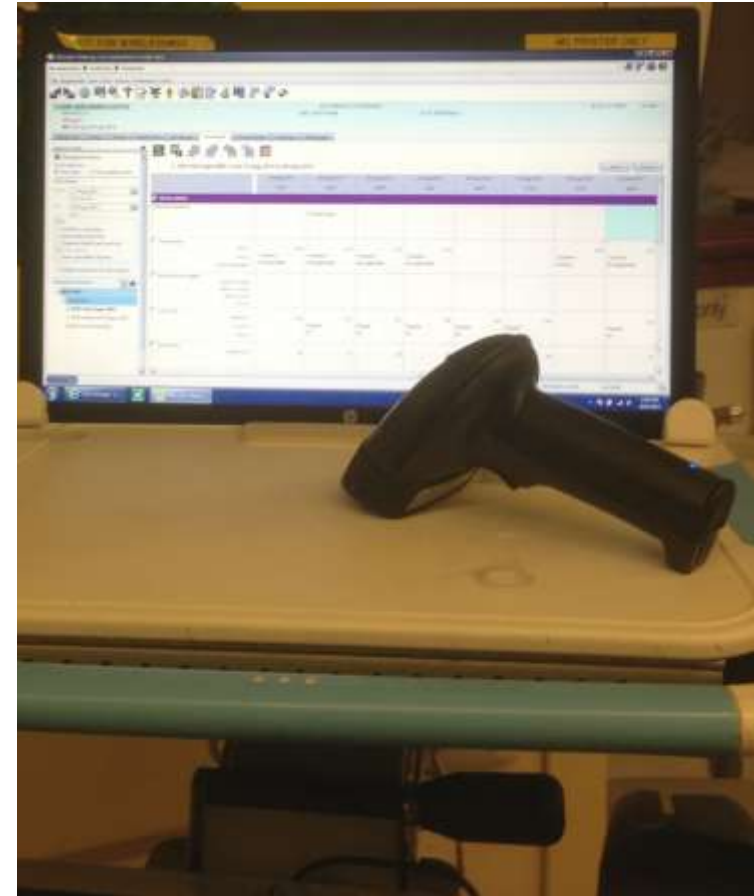
1. Unauthorised storage (e.g. downloading of data/information into personal thumb drives/external hard disks/other forms of external storage devices for use outside of designated work area(s))



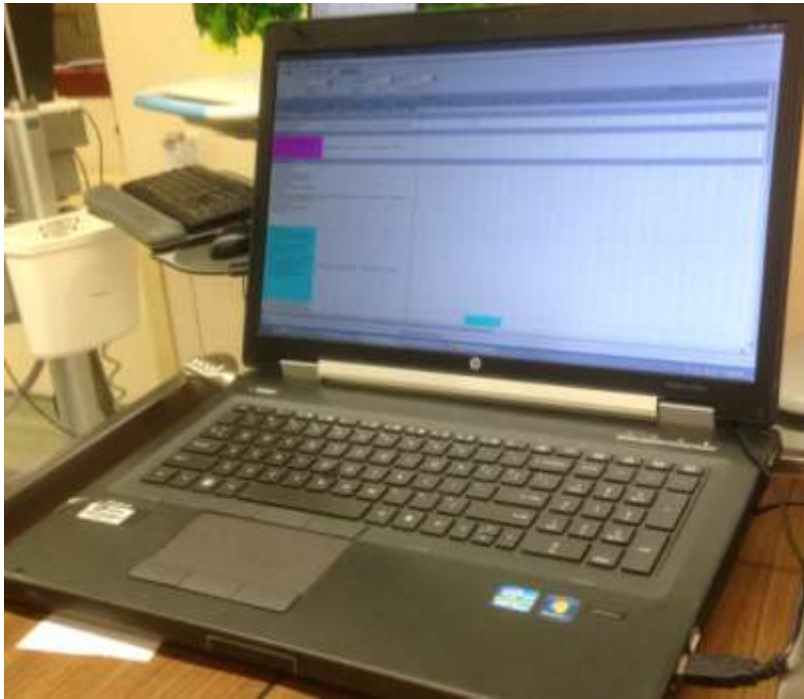
2. “Work arounds” and/or use of one’s own mobile devices (e.g. smartphones, iPads, etc) to make it easier to carry out one’s tasks at a more convenient time/place, and in so doing, circumventing inbuilt system controls to assure data/information security



3. Awareness of the need to protect data/information confidentiality and privacy e.g. closing an unattended open account on the PC screen before logging in using one's own ID and Password; closing any unattended "open account" on the PC screen to prevent unauthorised access



IT Risks – confidentiality related



Unattended Open COWS



Name stickers in dustbin

Questionable IT practices in Hospitals

- Messaging/Whatsapp-ing patient data, images for consultation, discussion, reminders
- Leaving logged-in COWS unattended
- Using another person's ID to access clinical info, make orders, prescribe medication
- Printing out patient info for meetings, conferences and discarding them everywhere, anywhere
- Leaving patient info (name stickers, forms, etc) lying around

Balancing the High Wire

