

## Your Personal Health Record

Each time you receive care from an Interior Health health professional (for example, visits to Emergency, inpatient hospital or residential care, home or community care treatments or public health visits), that contact with you is recorded in your Health Record. It may contain personal information and reports describing your symptoms, examination and test results, diagnoses, treatment, outcome of treatment and future care/treatment plans. Health records may be electronic, paper or a combination of both.

## How can I access my personal health record?

You or your authorized representative can request access to, or copies of, your health record by writing to the Health Record Department at the facility where you received care. They will assist you in accessing the records you wish to see and are entitled to receive.

## How long will it take to obtain copies of requested portions of my health record?

While FIPPA allows for up to 30 business days from receipt of your access request to provide you with your record, many requests can be fulfilled sooner than that time frame.

## How can I request corrections to information in my health record?

If you believe there is incorrect information in your health record, you can write to the Health Records department at the facility where you received care. They will work with you to address your concerns.

## Will I have to pay for a copy of my health record?

Generally No, but you may be charged for special processing of your request, for example, requests for copies of the same information, courier fees, special delivery, or other special processing services.

## Inpatients & Residents

If you are a patient in the hospital or residential care, it is standard practice to provide confirmation of your admission and location to people who phone and ask about you. If you do not wish us to release this information, please inform a staff member within Patient Registration or within your care area.

## Who do I contact if I have other questions about the protection of my personal information?

For more information please contact:

**IH Information Privacy & Security**

**Toll Free Phone:** 1-855-980-5020

**Email:** [info.privacy@interiorhealth.ca](mailto:info.privacy@interiorhealth.ca)



# Caring For Your Information



## Notice To Our Patients / Clients & Residents

## Welcome to Interior Health

When you receive care and services from Interior Health, we will collect, use and share your personal information. We do this under the authority of a variety of legislation within British Columbia including the Freedom of Information and Protection of Privacy Act (FIPPA), E-Health Act, Health Authorities Act, Hospital Act, and other legislations.

### **Interior Health is ethically committed and legally required, to protect your personal information.**

Interior Health recognizes the sensitivity of your personal health information and endeavours to protect your privacy. We take all reasonable steps to ensure that your personal information is treated confidentially, is only used for the purposes described in this pamphlet and is secure.

### **What is ‘personal information’?**

“Personal information” is any information that tells us who you are, including your legal name, address, phone number, PHN or other identification numbers, and other identifying information such as your health information.



## Who can look at, use and share my personal information?

Access to your information is restricted to only authorized individuals. We collect, use and share your personal information for these reasons:

- Your ongoing care and services which you may need to receive
- To maintain contact with you about your health care
- To gather information from family, friends and other organizations (e.g. copies of records, medication information or test results)
- To confirm your identity and personal health number with the Ministry of Health Services
- To determine your eligibility for benefits and services and for billing and payment purposes
- To help us plan, maintain, and improve our care and services
- To enable the Ministry of Health Services and the Ministry of Healthy Living and Sport to conduct planning, performance measurement, funding and research activities
- To conduct research (as permitted by legislation and/or approved by our Research Ethics Board)
- Teaching and education (e.g. training medical students)
- As required by law (e.g. court order, reportable conditions)

## eHealth & your information

eHealth is a progressive health care initiative using information technology to provide the best possible care. eHealth will combine lab test results, diagnostic scans, medication history and electronic prescriptions in an electronic health record accessible to health professionals. Health information is stored in data repositories and is available across health authority boundaries through the electronic health record.

Innovative and effective legislation (the *E-Health Act*) has been put in place to provide an additional level of privacy, building on the protection already offered by the *Freedom of Information and Protection of Privacy Act* and the *Personal Information Protection Act*.

A disclosure directive service is also available to mask your information. This will limit anyone you've not given explicit authority via a password from viewing your information. In the case of an emergency, those health professionals who are working in urgent / emergent care settings may be able to override your keyword if deemed necessary. For more information about eHealth and disclosure directives please visit the eHealth website at:

<http://www.health.gov.bc.ca/ehealth>

