

## Complex Clinic Privacy Policy - Patients' Information

**Purpose:** This policy outlines how we protect the privacy of your personal information and medical record. Everyone working for this clinic should follow the privacy policy described below. If you have any questions regarding our privacy practices, please contact your doctor or one of our staff.

### **Collection, Use and Disclosure of Personal Information.**

We collect the following personal information:

- Identification and contact information (e.g., name, address, date of birth, emergency contact)
- Billing information (e.g., provincial plan and/or private insurer)
- Health information (e.g., reason for visit, symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.)

When and to whom do we disclose personal information?

- *Implied consent for providing care:* By virtue of seeking care from us, your consent is implied (i.e., assumed) for your information to be used by this office to provide you with care, and to share with other providers involved in your care.
- *Sharing with other health care providers and staff:* Relevant health information is shared with other providers (and their staff) involved in your care, including (but not limited to) other physicians and specialists, medical office assistants, pharmacists, lab technicians, nutritionists, physiotherapists, occupational therapists.
- *Sharing authorized by law:* There are limited situations where we legally have to share your personal information without your consent. These situations include (but are not limited to) billing provincial health plans, reporting infectious diseases and fitness to drive, or court order.
- *Sharing with all other parties:* We will ask for your express consent before we will share your information to third parties for any reason other than to provide you with care, or unless we are authorized to do so by law. Examples of disclosures to other parties requiring your express consent include (but are not limited to) third party medical examinations, provision of charts or chart summaries to insurance companies, or enrollment in research studies and trials.

Can you withdraw consent?

- You can withdraw your consent to have your information shared with other health care providers or other parties at any time, except where the disclosure is authorized by law. However, please discuss this with your provider first.

## Patient Rights

How do you access the personal information held by this clinic?

- You have the right to access your record in a timely manner. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff must be present to maintain the integrity of the record, and a reasonable fee may be charged for this access. Patient requests for access to the medical record can be made verbally, in writing, directed to the physician, or directed to any office staff.
- Limitations on access: In extremely limited circumstances you may be denied access to your records, but only if providing access would create a significant risk to you or to another person.

What if you feel your record is not accurate?

- We make every effort to ensure that all of your information is recorded accurately. If an inaccuracy is identified, you can request that a note be made to reflect this on your file.

## Office Safeguards

How long do we keep information?

- We retain patient records as required by law and professional regulations. Medical records will be retained for a minimum period of 16 years from either the date of last entry or from the age of majority, whichever is later, except as otherwise required by law.

How do we dispose of information when it is no longer required?

- When information is no longer required, it is destroyed in a secure manner, according to set procedures that govern the storage and destruction of personal information.

## Complaints process

If you believe that this office has not replied to your access request or has not handled your personal information in a reasonable manner, please address your concerns first with your provider. You may also choose to make a complaint to:

- College of Physicians and Surgeons of BC
- Office of the Information and Privacy Commissioner of BC
- Other colleges of regulated professionals, if needed