

## **Privacy Policy pdf**

We value patient privacy and work to ensure that your health information is protected. We adhere to privacy and security policies in this office.

What information do we collect?

- Your identifying information: name, date of birth, emergency contact info, provincial medical billing information/health care number
- Your contact information: phone number, email address, home address
- Your health information: medical history, symptoms, blood test results, imaging reports, diagnostic test results, screening test results, doctors notes, specialist consults relevant to your care

Where is this information stored?

- We use a secure, password protected electronic health record system called Accuro
- All office computers are password protected
- Access to patient records are monitored and audited annually
- Our physical office has deadbolt locks for security
- Our office uses secure Northern Health internet service

What is this information used for?

- To provide your medical care
- Identification and contact/communication with our patients
- Prioritization and booking of appointments
- Record keeping
- Risk of error management and medico-legal advice (Canadian Medical Protective Agency)
- Billing provincial health plans
- Research studies and trials - almost always this will be after obtaining your consent

Who has access to this information?

- Your physician and office support staff as needed to arrange and provide your care
- If you require emergency or after hours medical care, health care providers involved in this aspect of your care may have access to your health information that we collect
- All staff with access to personal health information sign confidentiality agreements, stating access is on a need-to know basis

Who is this information shared with?

- Physicians involved in your care, primarily your referring care provider and any other relevant specialists

How is my consent obtained to share information?

- Your consent is implied when sharing your information within your circle of care in order to provide this care

- Your consent is not required in special scenarios which include but are not limited to: if there is a threat to your life, reporting abuse, certain infectious disease reporting to public health, court order, billing provincial health plans, quality assessment
- Your consent is required to share your health information with third parties such as insurance companies
- You can withdraw your consent to share your health information with other health care professionals, at any time. Please discuss this with your physician.

Do I have access to my health information?

- Some test results are available on patient portal access systems (this varies by lab and health authority)
- If you would like a paper copy of your records you can submit a request through our office and these will be provided to you within 30 days with a potential cost associated
- In rare circumstances will your request to your health information be denied, if this poses a serious risk to yourself or others
- Your health information is kept as long as is required by provincial regulations

How will you ensure communications are private?

- We do not leave any personal health information on voice mails/answering machines
- We do not discuss your medical information with others who live with you, share a phone number with you or your relatives, without your expressed consent
- We obtain your consent prior to communicating over email
- Our fax machine is located in a supervised area, and many of our faxes are not printed in hard copy
- Any hard copies are disposed of in a confidential shredding container that is under lock and key

Are my records accurate?

- Every effort is made to ensure accuracy of records
- If you feel that a correction should be made to your records, this can be discussed with your physician

How can I address a privacy concern?

- This can be addressed directly with your physician verbally or in writing
- If this is not satisfactory you can contact the College of Physicians and Surgeons of British Columbia or the provincial privacy commissioner