

# Privacy Policy

Name of Physician/ Name of Clinic	Address
Telephone	Email address

## Policy Objective:

This policy describes how patient's personal information is protected in this clinic. The Data Privacy Act of 2012 defines Personal information as "any information whether recorded in a material form or not from which the identity of an individual is apparent or can reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual."

We respect patient privacy and accountable to protect your personal information. Everyone working for this clinic is obliged to abide by the provisions of the law.

The National Privacy Commission requires this policy and is applicable to all medical practitioners. Consulting for medical diagnosis and treatment and by virtue of seeking care will constitute to giving the patient's implied consent. With this we may collect, use, disclose, store and retain patient's personal health information. Such implied consent also includes sharing patient's personal information with other health care providers involved in the care and if needed.

## Obtaining and Disclosing of Personal Information:

We collect the personal information for identification and communication.

- Name, address, date of birth, telephone number, emergency contact
- Billing information
- Health information - symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions

## Disclosures authorized by law and other parties:

Patient's personal information may be shared to comply with Sec.21 Rule 5 of the Implementing Rules and Regulations of the Data Privacy Act specifically, provision D: "the processing is necessary to protect vitally important interest of the data subject including of his and her life and health."

## Patient's right to object and withhold consent:

Patient has the right to object and withhold consent. As per Sec. 34 Rule 8 of the Implementing Rules and Regulations, "the patient shall have the right to object to the processing of his or her personal data and shall be given an opportunity to withhold consent to the processing in case of changes or any amendment to the information supplied or declared to the data subject." Consequently, "the patient also has the right to suspend, withdraw or order the blocking, removal, or destruction of his or her personal data from the filing system."

## Accessing Personal Record:

Patient has the right to access his/her record in a timely manner. A copy may be given   days   upon request. Patient may request to view his/her medical record **verbally or in writing** to your physician. If patient would wish to view his/her original record, a staff will personally assist the patient.

The patient cannot access his/her record or may be denied access/copy of personal record in accordance to Section 22 Rule 5 states that: “ the processing is necessary to protect the life and health of the patient or another person and the patient is not legally or physically able to express his/her consent prior to the processing.”

### **Accuracy of Record:**

The patient is assured his/her record is accurate. “The patient has the right to dispute the inaccuracy or error in the personal data and have the personal information controller correct it immediately and accordingly, unless the request is vexatious otherwise unreasonable. If the personal data has been corrected, the personal information controller shall ensure the accessibility of both the new and the retracted information and the simultaneous receipt of the new and the retracted information by the intended recipients thereof: Provided, that recipients or patients who have previously received such processed personal data shall be informed of its inaccuracy and its rectification, upon reasonable request of the data subject.” Sec. 4, Rule 8 of the Implementing Rules and Regulations.

### **Safeguards:**

Personal written data shall be retained for ---- yrs. For electronic data it will be kept for \_\_\_\_yrs. The attending physician and the clinic secretary are the only allowed person to access patient record.

Safeguard of paper records – All records are placed in \_\_\_\_\_, clearly labelled and properly track if needed to be transferred to another location.

Safeguard of electronic records – User ID and Passwords shall not be shared. Only the Attending Physician and clinic secretary are authorized to have the passwords. Passwords will be regularly changed in intervals. Data backup methods are in place and periodically tested.

Transmittal of personal records thru phone, fax, email and post will follow strict confidentiality.

Disposal of records – records will be disposed appropriately thru \_\_\_\_\_

### **Complaints Process:**

If at some point the patient has a complain on the manner of handling and processing of his/her personal medical information, the following steps shall be followed: **for doctors to fill-up**

Physician Signature	Date
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References:  
Data Privacy Act RA 10173  
Implementing Rules and Regulations of RA 10173  
British Columbia Physician Privacy Toolkit