

## ***Caring for Your Information***

### **Notice to our Patients, Clients, and Residents**



#### **Collecting, Using, and Sharing Your Personal Information**

When you are receiving care, treatment, and services at Island Health, our staff and physicians will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to give us information about you (e.g., copies of records, medication information, or test results).

Your information may be entered into our electronic health information systems to assist authorized persons in quickly accessing pertinent information wherever you may be receiving care or services.

We collect, use, and share your personal information under the primary authority of the BC *Freedom of Information and Protection of Privacy Act* ("FIPPA"). FIPPA and other legislations authorize us to use and share your personal information for these reasons:

- To identify you and keep in contact with you about your health care;
- To assist with your ongoing care and support of care activities;
- To help us plan, monitor, maintain and improve our care and services;
- For education and training (e.g., medical students) and to conduct research with consent or as permitted by law;
- To know your eligibility for benefits and services and to arrange medical services billing;
- To enable parties (e.g., Ministry of Health Services, Canadian Institute of Health Information) to confirm your identity, conduct planning, improvement and research activities, measure performance and fund healthcare;
- To analyze, manage and control disease outbreaks and monitor the overall health of people; and,
- As required by law (e.g., court order, reportable conditions) and as authorized by FIPPA.

Your health information will be provided to your family physician, referring physician, other authorized health care professionals and their support staff, or health care agencies and facilities involved in your care to support continuous and consistent care and service. In some cases, these health professionals may look up your health information in our electronic health information systems in order to provide you with direct or supporting services.

If you are a patient in the hospital or residential care, we will provide your family or close friends who phone and ask about you with information confirming your admission and location. *If you do not wish us to release this information, please inform a staff member within Patient Registration or within your care area.*

#### **eHealth and Your Information**

eHealth is a provincial initiative that allows certain aspects of your health information to be accessed by authorized health care professionals throughout the province and not just within a particular region. Each Health Authority sends specific health information to province-wide electronic information systems where it is stored with strict protections and used for authorized purposes. For more information about eHealth and related privacy protections, visit the government eHealth website at <http://www.health.gov.bc.ca/ehealth>.

*Caring for Information is  
Caring for People*

#### **For more information**

If you have any questions about this information, please contact Island Health's Information Stewardship, Access & Privacy Office at **1.877.748.2290** or e-mail: [privacy@viha.ca](mailto:privacy@viha.ca)