

Caring for Your Personal Information



Notice to Our
Patients/Clients & Residents

How do I ask for my personal health record?

You, or someone who has the legal right to represent you, can request to see your health record, or to get a copy of it, by writing to the Health Records Department at the location where you received care in VCH. They will help you get the records you wish to see and are entitled to receive.

How long will it take to get my copy of my health record?

VCH processes all requests as quickly as possible. However, FIPPA allows us up to 30 business days from when we get your written request to provide you with your record.

How can I ask for corrections to the 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 location where you received care in VCH. They will work with you to address your concerns.

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

Normally you do not need to pay for a copy of your health record. However, there may be a fee if you request more than one copy of the same information, if there are courier fees, or if other special processing services are needed, for example.

Where do I send my written request?

Please call the site where you received care and ask them for their mailing address. The sites are listed below.

VCH Health Records sites

Coastal Community (Sea to Sky/Coast Garibaldi)	604-885-2224 (4254)
George Pearson, GF Strong	604-714-4158
Lions Gate Hospital	604-984-5911
North Shore Community	604-984-5911
Powell River General Hospital	604-485-3211 (4312)
Richmond Hospital/Community	604-244-5108
Squamish General Hospital	604-892-6028
Sechelt Hospital	604-885-2224 (4210)
UBC Hospital	604-822-7248
Vancouver Community	604-708-5264
Vancouver General Hospital	604-875-4111 (63234)

Who do I ask if I have other questions about the collection, use, disclosure, or protection of my personal information?

VCH Information Privacy Office

Tel: 604-875-5568
Email: privacy@vch.ca

What if I have any concerns about how my request for information has been handled?

Office of the Information & Privacy Commissioner

PO Box 9038, Stn. Prov. Govt.,
Victoria, BC. V8W 9A4;
Tel: 250-387-5629
Email: info@oipc.bc.ca
Website: www.oipc.bc.ca

For more copies, go online at <http://vch.eduhealth.ca> or email phem@vch.ca and quote Catalogue No. **IA.202.P939**

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BRITISH
COLUMBIA
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Welcome to

Vancouver Coastal Health Authority

When you are receiving care from any of the programs or services at Vancouver Coastal Health Authority (VCH), personal information needs to be collected from you by nurses, doctors, and other healthcare team members. We collect, use and share this information when required or permitted by law; for example, according to British Columbia's Hospital Act, Hospital Insurance Act, and the Freedom of Information and Protection of Privacy Act (FIPPA).

Sometimes your family, friends, or someone who has the legal right to represent you, may also give us personal information about you. We may also need to get personal information from other sources, such as copies of your previous health records from other hospitals or from your family physician, or we may confirm your identity and personal health number (PHN) with the Ministry of Health.

Vancouver Coastal Health is ethically committed and legally required, to protect your personal information.

Thank you for trusting us with your personal information. We are committed and legally required by FIPPA to protect your privacy. We use and share your information for authorized purposes and must store it securely to protect it. Our staff are trained on how to protect your privacy and to keep your personal information confidential at all times.

What is "personal information"?

Personal information is any information that tells us who you are, including your name, address, phone number, PHN, other identification numbers and any other collection of details such as your health information.

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

Someone who "needs to know" your information in order to provide care and other care-related services, is permitted to look at your personal information. They may only use and share it for the following reasons:

- To assist with your ongoing medical care and services
- To contact you or your family about your medical care when appropriate
- To help us improve the quality of your care and services
- Research (when authorized)
- Teaching and education (of doctors and nurses, for example)
- To see if you qualify for different benefits or services and to arrange payment.

Your personal information may also be given to other people with your consent. However, we must provide it without your consent in some circumstances. These include;

- To respond to a court order or subpoena
- To comply with an insurance investigation by another government body such as WorkSafe BC
- To report or provide information to investigate a suspicion that a child or an older adult is being abused or neglected
- To report intention of self-harm or harm to another person

When you are admitted to the Hospital

When appropriate, we may confirm your admission and location to people who phone and ask about you. If you don't want us to do this, please let us know when you are admitted or tell your care provider who is currently looking after you.



Your Personal Health Record

Each time you receive care from one of our healthcare team members, information from that contact with you is recorded in your health record. For example, if you are a patient in the Emergency department, in a hospital unit or residential care facility or receive home care for treatments or public health visits. It may contain personal information and reports describing your symptoms, examination and test results, diagnoses, treatment, outcome of treatment and future care or treatment plans. The health record might be paper-based, computer-based (electronic) or a combination of both.

Who owns and controls the health record?

Although the record is the physical property of VCH, it contains information about you as a patient or client. You have the right to access your personal information on request. In some circumstances, you may ask for enhanced security for your electronic health care record. If you have questions, you can speak to your care provider or the Information Privacy Office at the number below.