



Caring for your Information

Interior Health recognizes the sensitivity of your personal health information and endeavours to protect your privacy. When you receive care and services from Interior Health, we will collect, use and share your personal information for these reasons:

- Your ongoing care and services which you may need to receive
- To maintain contact with you about your health care
- To gather information from family, friends and other organizations (e.g. copies of records, medication information or test results)
- To confirm your identity and personal health number with the Ministry of Health Services
- To determine your eligibility for benefits and services and for billing and payment purposes
- To help us plan, maintain, and improve our care and services
- To enable the Ministry of Health Services and the Ministry of Healthy Living and Sport to conduct planning, performance measurement, funding and research activities
- To conduct research (as permitted by legislation and/or approved by our Research Ethics Board)
- Teaching and education (e.g. training medical students)
- As required by law (e.g. court order, reportable conditions)

We do this under the BC Freedom of Information and Protection of Privacy Act, E-Health Act, Health Authorities Act, Hospital Act, and other legislation (e.g. Hospital Insurance Act, Community Care and Assisted Living Act, Health Act, Public Health Act, and Mental Health Act and their related regulations).

We are committed to protecting your privacy

We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described above, and is secure. Please refer to the brochure “Caring For Your Information”.

eHealth & Your Information

eHealth is a progressive health care initiative using information technology to provide the best possible care. eHealth will combine lab test results, diagnostic scans, medication history and electronic prescriptions in an electronic health record accessible to health professionals. Health information is stored in data repositories and is available across health authority boundaries through the electronic health record.

Innovative and effective legislation (the E-Health Act) has been put in place to provide an additional level of privacy, building on the protection already offered by the Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act.

A disclosure directive service is also available to mask your information. This will limit anyone you've not given explicit authority via a password from viewing your information. In the case of an emergency, those health professionals who are working in urgent / emergent care settings may be able to override your keyword if deemed necessary. For more information about eHealth and disclosure directives please visit the eHealth website at: <http://www.health.gov.bc.ca/ehealth>

Inpatients & Long-term Care Individuals

If you are a patient in the hospital or long-term care home it is standard practice to provide people 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.

Questions?

Please contact the Interior Health Privacy office by phone: 855-980-5020

fax: 1-855-491-6789 email: IHPrivacy@interiorhealth.ca