

The Five Hills Health Region is committed to respecting and ensuring the privacy, security and confidentiality of personal health information, consistent with legal requirements, guidance and direction from government and professional bodies.

What You Need to Know About Privacy and Confidentiality

- The staff of the Five Hills Health Region is committed to providing high quality health care.
- Privacy and confidentiality of all personal health information is important to us.
- The Five Hills Health Region will ensure access to your personal health information is for purposes related to your continuing care.
- Other limited and legal uses are described elsewhere in this brochure.

Your Health Record ... Why We Need Your Information

- We are required to record and maintain your personal health information, including your current condition, your care plan and all care provided, and the results of all tests, procedures and therapies. Demographic information is also recorded for purposes of identification, billing, contacts and next of kin.
- Accurate health information is essential to make sure you get appropriate care.

Your Health Record ... How We Keep It Secure

- Whether your personal health information is stored in writing, on a computer, or by other means, it will be kept in a safe and secure way that protects your privacy and confidentiality.
- Policies, procedures and technical safeguards are in place to ensure protection of information collected, used and stored.

Your Health Record ... Access, Use and Disclosure

- You have the right to read or request a copy of your health information. You may also give a family member or friend written permission to have access to this information.
- Members of the health care team will have access to the information they require in order to plan and provide appropriate care.
- Others, such as police, lawyers or insurance companies, cannot access your information unless we have your written authorization.
- In some situations, the law requires information to be disclosed -- for example when public safety is at risk.
- When personal health information is used for research purposes, the request must have received approval from a recognized Research Ethics Board.

Your Health Information ... Other Uses

- Personal health information is sometimes used for reasons other than for provision of care, as described below.
- Records are periodically reviewed to evaluate the quality of care provided to you.
- Anyone reviewing records must follow the same privacy laws and rules required of all health care providers. These are in place to ensure appropriate access, use and disclosure for these purposes.
- Summarized information that does not identify individuals is used to create statistics for quality assurance, utilization measurement and performance monitoring.

Frequently Asked Questions

Question: *Who owns my health record?*

Answer: Your health record is the physical property of the Five Hills Health Region, or a health care organization such as Providence Place for Holistic Health, St. Joseph's Hospital/Foyer D'Youville or Extencicare Canada although you may get the information you require.

Question: *What happens when I ask to see my health record?*

Answer: In some cases, a health care provider will review your health record with you to explain information which may not be clear to you. In some cases, a copy may be made for you for a fee.

Question: *How do I get a copy of my health information?*

Answer: A written request should be forwarded to the Health Record Department in the facility where you received service. You will be informed of charges. The copy should be provided within 30 days. If more time is required, or if your request must be refused, this will be discussed with you.

Question: *Who uses my personal health information?*

Answer: Team members involved in your health care access information on a "need to know" basis. Your health care team may consist of many health care providers.

If You Have Question ...

If you have questions about privacy of your health information or about your health record, please speak with:

- the **health care provider** involved in your care
- or
- Five Hills Health Region's Privacy Officer
Vice President, People and Quality
306.694.8721
- or
- Office of the Information and Privacy Commissioner of Saskatchewan
1.877.748.2298