

Access & Privacy

Manitoba has a law called *The Personal Health Information Act* (PHIA) that allows you to access your personal health information with limited exceptions. PHIA also requires that we keep your information private, safe and secure.

Your personal health information is recorded information about you, your health and health care that we keep in our records, including your name, address, Personal Health Identification Number (PHIN), information about your health, health care history, the care that you have been given and payment for your health care.

Our Privacy Commitment to You

As part of receiving or providing health care services at RCC; we only collect, use and disclose your personal information and personal health information as permitted by The Personal Health Information Act (PHIA) and The Freedom of Information and Protection of Privacy Act (FIPPA). These Acts require RCC to protect the privacy of your information and we have made this a priority!

RCC has policies and procedures that provide protection of your information and conducts continued training to employees as well as ongoing audits. All employees and those associated with RCC are required to protect the accuracy, integrity and security of your information, and are required to sign a pledge of confidentiality at their orientation.

The Personal Health Information Act (PHIA)

This Act provides you with a right to access your personal health information, to request a copy and also request a correction. There are certain limited exceptions that may apply to your request.

The Act also requires that we protect the privacy and confidentiality of your personal health information and sets out clear and certain rules for how we can collect, use and disclose your personal health information.

The Freedom of Information and Protection of Privacy Act (FIPPA)

This Act provides you the right of access to your personal information and to information in records held by RCC. With certain limited exceptions, you may see and obtain copies of records from RCC.

The Act also protects your personal information. There are clear and certain rules for how we are permitted to collect, use and disclose your personal information.

Electronic Medical Record

The Rehabilitation Centre for Children and some SSCY partners use an electronic medical record (EMR) to keep track of your child's health and service history in a secure password-protected electronic database. It keeps your child's medical history in one place, including health conditions, medications, and services received. Service providers can make better decisions about services when they have a complete picture of your child's health and service needs.

Your Right to Access Your Information

We are committed to ensuring you have the information you need to be an active, informed participant in your care. Under PHIA, you are entitled to:

- see and get a copy of your personal health information with limited exceptions.
- Requests for information regarding your **current care** will be responded to:
 - **not later than 72 hours** after requesting it.
- Requests for all other information not limited to current care will be responded to:
 - **not later than 30 days** after requesting it.
- name another person, such as a family member, to access your personal health information on your behalf; and
- ask us to make corrections to inaccurate or incomplete personal health information. Please speak to a member of your health care team if you want to do any of the above.

Who Else Can See Your Information

PHIA permits us to collect and use your personal health information. In certain circumstances, PHIA also allows us to share it with others both inside and outside our organization. We do this for purposes such as:

- to provide you with health care;
- to get payment for your care which could include private insurers;
- to do health system planning and research; and
- to report as required by law.

Unless you tell us not to, we can:

- share your personal health information with any health care provider who has, is or will be providing you with health care. Members of your health care team are only allowed access to the information they need to give you the care you need.

If you tell us not to share your information with a health care provider, we will not share your information unless permitted or required by law to do so.

Please tell a member of your health care team if you do not want your information shared with a health care provider.

If you want to know more about your right to see, get a copy or ask for a correction of your personal health information that we hold; or your privacy rights under PHIA please go to <http://www.gov.mb.ca/health/phia/index.htm> to see the act.

Complaint to the Ombudsman

We suggest that you first try to resolve any complaint about access to or privacy of your personal health information directly with us. You have the right to complain to the Manitoba Ombudsman, an independent authority who can investigate your complaint. Call 204-982-9130 or 1-800-665-0531 (toll free).

How to Request a Copy/ Correction to Personal Health Information

Request can be made verbally or in writing to RCC Privacy officer.

Privacy Officer Information

Jane Nguyen/ Barb Borton
Privacy Officer – Rehabilitation Centre for Children
1155 Notre Dame Ave
Winnipeg, MB R3E 3G1
204-258-6563