

TO OUR PATIENTS & CLIENTS:

COLLECTION OF PERSONAL INFORMATION

Northern Health is committed to protecting your privacy. In BC under the *Freedom of Information and Protection of Privacy Act* (the Act) we must tell you about how your information is used and who you can contact should you have any questions.

Northern Health collects, uses and discloses this personal information under legislative authorities, such as, but not limited to: the *Health Authorities Act, Health Act, Hospital Act, Hospital Insurance Act, the Mental Health Act, Communicable Diseases Act, Vital Statistics Act* and relevant regulations. Programs and services provided by Northern Health may also collect, use and disclose information consistent with the purpose of the program and service.

Personal information is collected from you in order to provide you with health services, for payment for those services, and to communicate with you. We may collect information from your doctors, other health facilities and the Ministry of Health Services to confirm who you are and check your health number. For purposes of ongoing care, we may also obtain information from external sources for lab results and medication information. Your family or legal representative may provide information on your behalf.

We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described, and is stored securely. It may be necessary for staff supporting our computer systems to see your information from within and outside Canada. On the occasions when this must happen strict security precautions are followed.

Your information will be used and shared as authorized by the Act and for:

- your immediate and ongoing care;
- maintaining contact with you to assist us in improving the quality of our care and services;
- teaching and education;
- research, as outlined under Section 35 of the Act;
- as required by law (e.g. Court order, subpoena, communicable diseases, etc.); and
- payment

If you are attending a program or service at one of Northern Health's facilities, it is standard practice to provide information about your visit or admission and room number to people who phone and ask about you. If you do not wish us to release this information to callers, please inform a staff member in Admitting, Registration, or in the program or service.

You can be assured that all reasonable measures will be taken to ensure that your information will be treated confidentially in compliance with the Freedom of Information and Protection of Privacy Act.

If you have any questions about this information, or would like more information, about accessing your personal information, please contact:

privacy@northernhealth.ca

250-565-5822