

The Regina Qu'Appelle Health Region (RQHR) understands that your health information is a very personal and private matter. We are committed to keeping it confidential and secure.

RQHR collects personal health information about you for the primary purpose of providing the health care services you need or ask for.

The personal health information we collect will help the RQHR's circle of care health team to:

- identify you
- understand your health care needs
- provide information about your health condition if you are unable to communicate the information yourself
- comply with legal requirements
- evaluate and monitor the services you receive
- plan for your future care needs

How is my Personal Health Information Used?

Your personal health information is shared, as necessary, within your circle of care health team to ensure you get the services and the programs you need or ask for. Your circle of care health team includes your doctors, nurses, pharmacists, physiotherapists, to name a few.

Regardless of who is involved in your care, each team member has a responsibility to protect your privacy and to keep your personal health information confidential and secure.

Who has Access to my Personal Information?

Your personal health information is shared within your circle of care team on a need to know basis, so that they can carry out their roles in meeting your specific requirements.



How is my Personal Health Information Protected?

Your personal health information is kept in strict confidence. All RQHR employees are required to adhere to the RQHR's privacy policies. RQHR has safeguards in place to make sure that your information is stored securely and is protected from unauthorized use, loss, or error, regardless of what form your health records take.

Can my Personal Health Information be Shared Outside of my Circle of Care Health Team Without my Consent?

The RQHR asks your permission before disclosing information to anyone outside your circle of care health team. However, you should be aware that there are certain circumstances where the law may require or authorize RQHR to release information without your consent.

For more information, contact the RQHR's Privacy Office by telephone at (306) 766-6481 or by email at rqhrprivacyoffice@rqhealth.ca.

Is my Personal Health Information shared for research?

With limited exceptions, we ask your permission before your personal health information is used or shared for research purposes. You can be sure that when such research does take place it has been approved by the RQHR Research Ethics Board. In most cases, your personal health information is deidentified by RQHR before being used. Deidentified means that the health information is anonymous to ensure that there is no connection between you, as an individual, and your personal health information. Sometimes, it is not possible to deidentify personal health information for research purposes. In this situation, the RQHR Research Ethics Board may grant a qualified researcher limited access to your identifiable personal health information.

All researchers sign an agreement of confidentiality and do not publish any findings that would identify you.



Can I Access my Personal Health Information?

Yes. Subject to certain limited exceptions, you have the right to read or request a copy of your health record. If you believe that the information in your personal health record is not accurate or complete, you have the right to request an amendment (change) to your record but you can not change a diagnosis. RQHR can either make the amendment or add a notation to your record noting a difference of opinion.

How can I Access my Personal Health Information?

You, someone you have given written permission to, or another person legally authorized to make a request on your behalf, can access your personal health information in 2 ways:



Verbally: If you are currently in RQHR's care, you may ask to see your record from a health professional in your circle of care team. The health professional is there when you review your record to explain medical terms and abbreviations. If the health information is not readily available, your health professional will refer you to the unit supervisor or the RQHR Health Information Management Services Department.

In Writing: If you are no longer in RQHR's care, you may submit a written request to access your personal health information. Send your request to RQHR's Health Information Management Services Department in the facility where you received your care. The form

to use is: **Request for Access to Personal Health Information.**

You have the right to make a request to have the Region disclose your personal health information to another individual or organization (e.g. you can request to have the RQHR disclose your record to a lawyer, insurance company, or anywhere else you wish your record to be sent). This request must be made in writing. The form to use is: **Consent to Disclosure of Personal Health Information.**

Both of these forms are on our **Privacy** page at www.rqhealth.ca.

You may be charged a fee for accessing your record which you will be informed of in advance. The RQHR responds to your request within 30 days. You will either be provided with access to your personal health information or advised if your request will not be met within 30 days. For example, more time may be needed to collect your health record, or there may be some legal basis for refusing access to your personal health information. The RQHR can arrange for a health professional to review your personal information with you so that he/she can explain unfamiliar codes, terms, and abbreviations used in your record. If you have any questions or concerns regarding access to your personal health information or require assistance in making an access request, contact either a Client Representative or the Privacy Office. Contact information is listed at the end of this page.

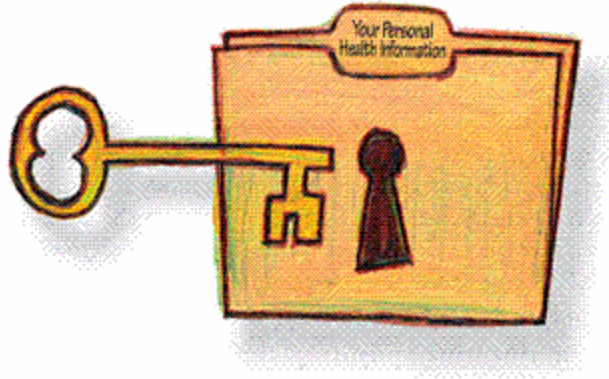
Will my Personal Health Information be shared with my family or friends while I am receiving care?

Unless you tell us otherwise, a health professional in your circle of care team may share your personal health information with your next of kin, or someone with whom you have a close personal relationship. The health professional will only release information about the services you are currently receiving from the RQHR.

The RQHR provides your visitors with directions to your room if you are receiving care at one of our hospitals. If you **do not** want your personal health information released to your family or close personal friends while you are receiving care, or if you **do not** wish RQHR to provide visitors with directions to your room, tell your health care team as soon as possible.

How Long do you Keep my Personal Health Information?

The RQHR keeps your information for the length of time that is determined by law. Most information is kept for 10 years. When your personal health information is due for disposal, it will be destroyed in a secure and confidential manner.



What if I have a Complaint or Concern about my Privacy in the RQHR?

If you have concerns regarding your personal health information, or its use, you may be able to resolve your concern by talking to a member of your circle of care health team, such as a nurse or doctor. You may ask to speak to the appropriate supervisor or manager. If you wish to register a formal complaint regarding a privacy issue, contact an RQHR Client Representative or the RQHR Privacy Office:

Client Representative

Regina Qu'Appelle Health Region
2nd Floor, 2550 15th Avenue
Regina, Saskatchewan S4P 1A5
Telephone: (306) 766-3232
Toll Free: 1-886-411-7272
Facsimile: (306) 766-7152
Email: clientrep@rqhealth.ca

Privacy Office

Regina Qu'Appelle Health Region
2nd Floor, 2550 15th Avenue
Regina, Saskatchewan S4P 1A5
Telephone: (306) 766-6481
Facsimile: (306) 766-7583
Email: rqhrprivacyoffice@rqhealth.ca

If the RQHR is unable to resolve your complaint or concern to your satisfaction, you may contact the Saskatchewan Information and Privacy Commissioner. This provincial office oversees the Health Information Protection Act (HIPA) in Saskatchewan. The Saskatchewan Information and Privacy Commissioner can be contacted at:

Saskatchewan Information and Privacy Commissioner

Suite 503-1801 Hamilton Street

Regina, Saskatchewan S4P 4B4

Telephone: (306) 787-8350

Toll Free: 1-877-748-2298

Facsimile: (306) 798-1603

Need More Information?

Regina Qu'Appelle Health Region Web site, www.rqhealth.ca *Click on 'Programs and Services', then 'Privacy'*

Saskatchewan Health's HIPA Web site, www.health.gov.sk.ca *Click on 'Health Legislation,' then 'HIPA'*

Saskatchewan Information and Privacy Commissioner Web site www.oipc.sk.ca *Click on 'HIPA'*

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