

Your personal health information

Health and Social Services privacy practices

Highlights

The new *Health Information Privacy and Management Act* legislation allows for people to have greater control over their health information, improves the way that privacy is protected, and will facilitate the creation of electronic health records for more effective and efficient health care services.

The *Health Information Privacy and Management Act* governs how Health and Social Services may collect, use, and disclose your personal health information.

This law is designed to protect the privacy of your health information, while allowing for the effective delivery of the services you need.

What is HIPMA?

The *Health Information Privacy and Management Act* (or, *HIPMA*, for short) is a new law designed to improve the way that your privacy is protected when you seek health or social services in Yukon.

Who has to follow HIPMA?

HIPMA applies to all personal health information held by Health and Social Services. This includes all Health and Social Services employees and individuals who do work on behalf of Health and Social Services. Examples include: social workers, community health nurses, home care workers and counsellors.

What information does *HIPMA* Protect?

HIPMA improves how Health and Social Services handles and protects your personal health information. Personal health information is any information relating to:

- Your health or health care;
- Payments for health care;
- Any tests or examinations that you have undergone;
- Your decisions around organ or bodily substance donation;
- Your health care providers;
- Your registration information e.g. name, address, date of birth, health card number.

For example, when you go to a Health and Social Services office, the information that is collected by the staff is protected under *HIPMA* and the office must follow all the rules and guidelines set out in the *Act*.

How do we protect your health information?

HIPMA creates a set of information practices (rules) for Health and Social Services. The rules address how information can be used or collected, who is allowed to see the information, who can be told the information and under what circumstances, and what security measures must be used. Health and Social Services has written policies regarding these rules and we provide training to our staff to ensure they are aware of their responsibilities. We have in place security measures, such as locked cabinets and passwords for computer systems, to protect your information.

For example: A Health and Social Services employee is not permitted to use the information that they have about you (name, age, contact information) to create a mail distribution list for a non-profit organization they fundraise for.

Health and Social Services staff are not permitted to access your records because they are bored or curious about you.

What will Health and Social Services do with my information?

HIPMA states that Health and Social Services must limit the information that we collect from you, use, or disclose to the minimum amount of personal health information needed. Your personal health information will be used and disclosed on a 'need to know' basis. Health and Social Services will use your information to provide you with services and programs.

What are my rights under *HIPMA*?

Under *HIPMA*, you have certain rights when it comes to the access, protection, disclosure and use of your health information.

- You have the right to be notified if there has been a breach of your personal health information that could cause you significant harm.
- You have the right to request access to your personal health information.
- You have the right to request that changes be made to personal health information that you believe to be inaccurate or incorrect.
- You have the right to request a record of who has looked at your records in a Health and Social Services computer system.
- You have the right to limit or withdraw consent to the collection, use, or disclosure of your personal health information.
- You have the right to make a complaint to Health and Social Services or Yukon's Information and Privacy Commissioner about the department's information practices.

How do I get a copy of my personal health information or ask for a correction?

Please contact the Health and Social Services Access to Information Office. You may be charged a fee for accessing your records. You will be asked if you wish to receive an estimate of fees.

Health and Social Services Access to Information Office

Government of Yukon

Email: healthprivacy@gov.yk.ca

Phone: 867-667-5919

Toll-free in Yukon: 1-800-661-0408, ext. 5919

What do I do if I have a complaint?

If you have a concern regarding the privacy of your personal health information or Health and Social Services' information practices, please contact our Privacy Officer using the contact information below. You also may contact Yukon's Information and Privacy Commissioner.

Health and Social Services Privacy Officer

Government of Yukon

Email: healthprivacy@gov.yk.ca

Phone: 867-456-3953

Toll-free in Yukon: 1-800-661-0408, ext. 3953

Yukon's Information and Privacy Commissioner

Email: info@ombudsman.yk.ca

Phone: 867-667-8468

Toll-free in Yukon: 1-800-661-0408, ext. 8468

Fax: 867-667-8



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