

Your Personal Health Information

ACCESS AND PRIVACY RIGHTS AT OUR LOCATION

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, your health care history, the care that you are receiving and payment for your health care.

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, or have a complaint about your rights, please call:

at _____

Additional information is available at:
www.gov.mb.ca/health/phia/index.html

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)

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