

Staff members sign confidentiality agreements and receive training and supervision to ensure they understand their responsibility. They must maintain the confidentiality of your information even if they no longer provide care to you.

The BC Renal Executive Director and leadership team, with guidance from PHSA Information Access and Privacy, make decisions about how to use and protect your information, including:

- how to apply privacy law, other law, and ethical and privacy principles;
- creating management structures that support a “privacy sensitive” culture;
- management, policies and procedures for security; and
- audits to ensure privacy and security policies are upheld.

In what cases is my personal health information disclosed?

PROMIS data is disclosed on a need-to-know basis. Disclosures are based on the law, best practices and professional codes of ethics. Staff may release personal information for your care or where permitted by law. As mentioned earlier, disclosure for research is subject to specific law and policy. Your data is also sent to the Canadian Institute for Health Information, which gathers statistics from across Canada. For transplant patients, your data may also be sent to the Canadian Transplant Registry. Your personal information may only be sent outside Canada under very limited conditions.

How long is my information kept?

As part of BC Ministry of Health Services policy, all health care information created as part of your care is never destroyed.

How do I access my personal health information?

The information we collect about you belongs to you. You have the right to know what information we hold about you, to see it and to correct it. Your health care team will provide you with key pieces of your health information on a regular basis, and encourage you to follow along with your progress. You can request additional information at any time. Comments or complaints can be sent to PHSA's Information Access & Privacy Office, the privacy officer in your local health authority or the BC Privacy Commissioner.



Your Personal Health Information and Privacy

BC Renal

Suite 260, 1770 West 7th Avenue
Vancouver
BC V6J 4Z9
604.875.7340
bcrenal@bcrenal.ca
www.bcrenal.ca



PHSA Information Access & Privacy Office

200 - 1333 West Broadway
Vancouver
BC, V6H 4C1
1-855- 229-9800
privacyndfoi@phsa.ca

Office of the Information and Privacy Commissioner for British Columbia

Mailing Address:
PO Box 9038
Stn Prov Govt Victoria
BC V8W 9A4

(250) 387-5629 or 800-663-7867
info@oipc.bc.ca
www.oipc.bc.ca

Questions and Answers for BC Kidney Patients



Your Personal Health Information and Privacy

Questions and Answers for BC Kidney Patients

Kidney care services are delivered through dialysis units and kidney care clinics across the six BC health authorities. BC Renal (BCR), a program area of the Provincial Health Services Authority, has overall responsibility for planning and coordinating these services. Our goal is to ensure equitable access to high quality care no matter where patients live.

BC Renal must manage personal health information under the BC *Freedom of Information and Protection of Privacy Act* (FIPPA). This Act makes BC Renal and its staff accountable for how it collects, uses and discloses your personal information. What follows are answers to questions patients often ask about this topic.

How is my information collected?

Most often, information is collected by staff members at the centre where you receive care (e.g. the hospital or community dialysis unit). We also receive your information from other health facilities and laboratories that participate in your care. This information is transferred electronically to BC Renal's data-base system, called PROMIS, and stored in a secure central location.



Our goal is to ensure equitable access to high quality care no matter where patients live.



Personal information is gathered by these professionals under the *Health Authorities Act* and the *Hospitals Act*, and is collected by BCR under the province's *Freedom of Information and Protection of Privacy Act* (Section 26[c]) and [e]).

Responsibility for your information is shared by BC Renal and the local health authorities and hospitals.

For more information about the collecting or sharing of information by BC Renal, you can contact the PHSA Information Access & Privacy Office - privacyandfoi@phsa.ca / 1-855 229 9800

What is PROMIS?

With input from the health authority renal programs, BC Renal developed an information system called PROMIS (Patient Record and Outcome Management Information System). It provides the information link between hospital outpatient clinics and dialysis units, community dialysis units and doctors' offices.

PROMIS supports direct patient care, program management and research related to chronic kidney disease in BC. The system holds personally identifiable health information about the services and treatments you receive.

Information is securely stored at a health authority data center and its use is strictly controlled.

Who has access to my information and how is it used?

PROMIS data is primarily used to provide patients with renal care wherever that occurs — in their home, at a community unit or in a hospital. This includes scheduling, providing supplies and medication.

Those participating in your care are allowed to see your personal information — others are not. Strict controls are maintained to ensure only those who are actively treating you have access, and to only what they need. For example, your community

pharmacist can only see your prescription information.

De-identified data — i.e. data that cannot be directly linked to a specific patient — is used for administration of renal programs, improving renal services, education and research.

Data may only be used for research if it meets strict legal requirements. All research requests must be reviewed by both the BC Renal Data Steward and a research ethics board before any research studies can take place.

It is important to note that the data used in research and education projects supports positive changes to patient care and better health outcomes.

What steps are taken to protect my privacy?

All personal information is protected under the BC *Freedom of Information and Protection of Privacy Act*. All BC Renal staff, and anyone who uses PROMIS data, must protect your information (electronic or paper) from inappropriate or unauthorized use and disclosure. Measures include the use of frequently changed passwords, security for electronic transmission of data and physical security.