

**Policy and Procedure**

Title:	<b>Access to Personal Health Information</b>		
Policy Number:	06.007	Section:	Information Management
Effective Date:	February 18, 1999		
Revised Date:	August 8, 2023		
Approving Body:	President and Chief Executive Officer of CancerCare Manitoba (CCMB)		
Authority:	<i>The Health System Governance and Accountability Act (Manitoba)</i>		
Responsible Officer:	Chief of Corporate Services and Finance		
Contact:	Privacy Officer		
Applicable to:	All CCMB Staff (Corporate and Clinical)		

**1.0 BACKGROUND:**

The Personal Health Information Regulation requires trustees to establish and comply with written policies and procedures containing provisions for the security of personal health information during its collection, use, disclosure, storage, and destruction. This policy details the requirements and process for CCMB to provide access to personal health information that it maintains.

**2.0 PURPOSE:**

- 2.1** To ensure Individuals are able to exercise their right to request Access to their Personal Health Information Maintained by the Trustee in accordance with *The Personal Health Information Act (Manitoba)* (PHIA).
- 2.2** To establish a consistent and controlled process for Individuals to request Access to their Personal Health Information Maintained by the Trustee and for the Trustee to permit or refuse such Access as set out under PHIA.
- 2.3** To ensure that requests for Access to Personal Health Information are responded to within the legislated timeframes.
- 2.4** To maintain and protect the interests of the Trustee of Personal Health Information, including its property right to the Record, regardless of media (electronic, paper or digital image).

**3.0 DEFINITIONS:**

- 3.1** **Access** - The right of an Individual, or a Person Permitted to Exercise the Rights of an Individual, to examine (view) and receive a copy of the Individual's Personal Health Information Maintained by the Trustee in accordance with the Trustee's established policies and procedures.
- 3.2** **Complaint** - A complaint made to a Trustee by an Individual and/or by the Provincial Ombudsman about collection, Access, correction, Use, Disclosure, protection, and Privacy of Personal Health Information.
- 3.3** **Confidentiality** - The obligation of a Trustee to protect the Personal Health Information entrusted to it, to maintain the secrecy of the information and not misuse or wrongfully disclose it.

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**3.4**     **Disclosure** - Revealing the Personal Health Information outside the Trustee, i.e. to other Trustees, to family and friends of the Individual, or to other persons legally entitled to have Personal Health Information released to them.

**3.5**     **Health Care** - Any care, service or procedure provided to diagnose, treat or maintain an Individual's health; provided to prevent disease or injury or promote health care; or that affects the structure or a function of the body and includes the sale or dispensing of a drug, device, equipment or other item pursuant to a prescription.

**3.6**     **Health Professional** - A person who is licensed or registered to provide Health Care under an Act of the Legislature or who is a member of a class of persons designated as health professionals in the PHIA regulations.

**3.7**     **Individual** - A patient or client receiving Health Care services at CCMB . For the purposes of Access, correction, Use and Disclosure of Personal Health Information, includes Persons Permitted to Exercise the Rights of an Individual.

**3.8**     **Information About Care Currently Being Provided** - Personal Health Information collected, documented and Maintained in a CCMB Electronic Client Record that is readily available during a visit to a CCMB facility. This may also include information about the last visit to that CCMB facility.

**3.9**     **Electronic Client Record** – means either a screening programs client registry or the Provincial Cancer Patient Record (PCPR) (i.e. ARIA), as applicable.

**3.10**    **Maintain** - In relation to Personal Health Information, to have custody or control of the information.

**3.11**    **Personal Health Information** - Recorded information about an identifiable Individual that relates to:

- the Individual's health, or Health Care history, including genetic information about the Individual;
- the provision of Health Care to the Individual; or
- payment for Health Care provided to the Individual;

and includes:

- the PHIN (personal health identification number) and any other identification number, symbol or particular assigned to an Individual; and
- any identifying information about the Individual that is collected in the course of, and is incidental to, the provision of Health Care or payment for Health Care;

and for further clarity includes:

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- personal information such as financial position, home conditions, domestic difficulties or any other private matters relating to the Individual which have been disclosed to the Trustee.

**3.12 Personal Representative** – includes:

- an executor/executrix or joint executor/executrix named in a deceased Individual's will; or
- a court appointed administrator or joint administrator of an Individual's estate.

**3.13 Persons Permitted to Exercise the Rights of an Individual** – includes:

- 3.13.1** any person with written authorization from the Individual to act on the Individual's behalf;
- 3.13.2** a proxy appointed by the Individual under *The Health Care Directives Act*;
- 3.13.3** a committee appointed for the Individual under *The Mental Health Act* if the committee has the power to make Health Care decisions on the Individual's behalf;
- 3.13.4** a substitute decision maker for personal care appointed for the Individual under *The Vulnerable Persons Living with a Mental Disability Act*, if the exercise of the right relates to the powers and duties of the substitute decision maker;
- 3.13.5** the parent or guardian of an Individual who is a minor, if the minor does not have the capacity to make Health Care decisions; and/or
- 3.13.6** if the Individual is deceased, his or her Personal Representative.

If it is reasonable to believe that no person listed in any subsections 3.13.1 to 3.13.6 exists or is available, the adult person listed first in the following list who is readily available and willing to act may exercise the rights of an Individual who lacks the capacity to do so:

- 3.13.7** the Individual's spouse, or common-law partner, with whom the Individual is cohabitating;
- 3.13.8** a son or daughter;
- 3.13.9** a parent, if the Individual is an adult;
- 3.13.10** a brother or sister;
- 3.13.11** a person with whom the Individual is known to have a close personal relationship;

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**3.13.12** a grandparent;

**3.13.13** a grandchild;

**3.13.14** an aunt or uncle; and/or

**3.13.15** a nephew or niece.

**3.14** **Ranking** - The older or oldest of two or more relatives described in any clause of 3.15.2 is to be preferred to another of those relatives.

**3.15** **Privacy** - The fundamental right of the Individual to control the collection, Use and Disclosure of their Personal Health Information.

**3.16** **Privacy Officer** - An employee designated by CCMB whose responsibilities include dealing with requests from Individuals who wish to examine, receive a copy or make a correction to Personal Health Information Maintained by CCMB and facilitating CCMB's compliance with PHIA. This definition is intended to mean the Privacy Officer and/or their delegate.

**3.17** **Record or Recorded Information** - A record of information in any form, and includes information that is written, photographed, recorded or stored in any manner, on any storage medium or by any means, including by graphic, electronic or mechanical means, but does not include electronic software or any mechanism that produces records.

**3.18** **Trustee** - A Health Professional, Health Care Facility, public body or Health Services Agency that collects or Maintains Personal Health Information.

**3.19** **Use** - Means any activity involving Personal Health Information within CCMB. Use includes Accessing, looking at and sharing the information collected by CCMB for the purpose of providing Health Care. Use also includes, but is not limited to, processing, reproduction, transmission and transportation of Personal Health Information.

#### **4.0** **POLICY:**

**4.1** CCMB will take reasonable steps to inform Individuals of their right to make a request to examine (view) and receive a copy of their Personal Health Information and how they can exercise that right.

**4.2** Employees and persons associated with CCMB will not Access their own Personal Health Information, or the health information of family or friends, except in accordance with CCMB's established policies and procedures, unless required as part of their job responsibilities and duties. Using employee Access for personal reasons is a breach of this policy and may also be a breach of CCMB Policy 01.001 - Conflict of Interest.

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- 4.3** CCMB will make every reasonable effort to assist an Individual making a request and to respond without delay, openly, accurately, and completely.
- 4.4** When responding to a request for Information about care currently being provided, a member of the Health Care team or designate will make the Personal Health Information available for examination and if requested, a copy of the information must be provided to the requestor within seventy-two (72) hours after receiving the request.
- 4.5** When a request is for information about care not currently being provided to an Individual, the written request must be made to the CCMB Medicolegal Correspondent. CCMB shall respond to written requests for information as promptly as possible, but no later than thirty (30) days.
- 4.6** CCMB will ensure that an inability to make a request in writing does not limit Access to Personal Health Information. Another person designated by the Individual or CCMB may assist the Individual with the written request.
- 4.7** CCMB has the right to charge a fee for examination and/or providing a copy of Personal Health Information requested by the Individual. The Individual must be informed of any charges associated with the request as set out in the WRHA fee schedule which has been adopted by CCMB.
- 4.8** CCMB may refuse Access to all portions of Recorded Personal Health Information in accordance with PHIA if:
- 4.8.1** Knowledge of the information could reasonably be expected to endanger the mental or physical health or the safety of the Individual or another person;
- 4.8.2** Disclosure of the information would reveal Personal Health Information about another person who has not consented to the Disclosure;
- 4.8.3** Disclosure of the information could reasonably be expected to identify a third party, other than CCMB, who supplied the information in confidence under circumstances in which Confidentiality was reasonably expected; or
- 4.8.4** The information was compiled and is used solely for:
- the purpose of peer review by Health Professionals;
  - the purpose of review by a standards committee established to study or evaluate Health Care practice in a Health Care Facility or Health Services Agency;
  - the purpose of a body with statutory responsibility for the discipline of Health Professionals or for the quality or standards of professional services provided by Health Professionals; or
  - the purpose of risk management assessment.

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**4.8.5** The information was compiled principally in anticipation of, or for Use in, a civil, criminal or quasi-judicial proceeding; or

**4.9** CCMB may disregard a request if CCMB reasonably believes that:

- the request is for information already provided to the Individual who made the request; or
- the request amounts to an abuse of the right to make a request because it is unduly repetitive or systematic, or otherwise made in bad faith.

If CCMB disregards a request under this section, CCMB will notify the Individual in writing of the decision and the reasons for it, and of the Individual's right to make a Complaint about CCMB's decision. Refusals under this section should be approved by the Privacy Officer.

**4.10** CCMB will inform the Individual in writing when Access is refused, as promptly as possible but no later than seventy-two (72) hours for care currently being provided or 30 days for all other requests.

**4.11** CCMB will refer the Individual to their direct care provider in order to provide an explanation about any term, code or abbreviation used in the Personal Health Information, if requested. The explanation must be provided as promptly as possible, but no later than thirty (30) days of receiving the request.

## **5.0 PROCEDURE:**

**5.1** When responding to an Individual's request to examine and/or receive a copy of Information About Care Currently Being Provided, a member of the Health Care team or Medicolegal Correspondent or designate shall:

**5.1.1** Determine what Personal Health Information the Individual would like to examine or receive a copy of.

**5.1.2** Obtain the request in writing or where necessary, assist the Individual with completing the CCMB Request to Access Personal Health Information form (found on the internal CCMB SharePoint site under Personal Health Information). CCMB may accept a verbal request from Individuals for Information About Care Currently Being Provided.

**5.1.3** Ensure that the Person Permitted to Exercise the Rights of the Individual has the appropriate authority to do so and can provide verification of their identity.

**5.1.4** Advise the person who fails to provide sufficient proof that they are a Person Permitted to Exercise the Rights of an Individual that their request will be reconsidered upon provision of the appropriate identification or authorization.

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**5.1.5** Review the Record to determine if there is any reason to refuse Access to the Personal Health Information. If Access is refused in whole or part:

- Inform the Individual in writing as promptly as possible, but no later than seventy-two (72) hours that the request for Access to Personal Health Information is being refused, and cite the specific reason for refusal as set out in section 4.8.
- In the case of partial refusal, remove (sever) the identified portion of the Personal Health Information that cannot be examined or copied. Indicate by a separate written notation that Personal Health Information is missing, and cite the specific reason for refusal as set out in section 4.8.
- Advise the Individual of their right to make a Complaint about the refusal to the Provincial Ombudsman.
- Permit the Individual to examine or receive a copy of the remainder of the information.

**5.1.6** Arrange a time within seventy-two (72) hours to be present with the Individual to examine their Personal Health Information and/or provide a copy, if requested.

**5.1.7** There is no legal obligation to provide an explanation about any term, code or abbreviation used in the Personal Health Information within the seventy-two (72) hour time frame. Every effort should be made to provide an explanation as soon as reasonably possible, but no later than thirty (30) days.

**5.1.8** Retain a copy of the Individual's written request and the response or document in the Electronic Client Record that the Personal Health Information was examined and/or a copy was provided to the Individual.

**5.1.9** Inform the Individual of any cost that may be associated with the request to examine and/or receive a copy of the Personal Health Information. Any cost must be in accordance with the WRHA fee schedule, adopted at CCMB.

**5.1.10** Where the Medicolegal Correspondent determines that the fee estimate represents an unreasonable barrier to Access to Personal Health Information for the requestor, the Medicolegal Correspondent will waive the fee.

**5.1.11** Confirm in writing with the Individual how a copy of the Personal Health Information, if requested, will be made available to them.

**5.2 All Other Access Requests** – When responding to an Individual's request to examine and/or receive a copy of Personal Health Information other than Information About Care Currently Being Provided, the Medicolegal Correspondent

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will:

- 5.2.1** Determine what Personal Health Information the Individual would like to examine or receive a copy of.
- 5.2.2** Obtain the request in writing or where necessary, assist the Individual with completing the CCMB Request to Access Personal Health Information form.
- 5.2.3** Ensure the Person Permitted to Exercise the Rights of an Individual, has the appropriate authority to do so and can provide verification of their identity.
- 5.2.4** Advise the person who fails to provide sufficient proof that they are a Person Permitted to Exercise the Rights of an Individual that their request will be reconsidered upon provision of the appropriate identification or authorization.
- 5.2.5** Inform the Individual of any cost that may be associated with the request to examine and/or receive a copy of the Personal Health Information. Any costs must be in accordance with the WRHA fee schedule, adopted at CCMB.
- 5.2.6** Where the Medicolegal Correspondent determines that the fee estimate represents an unreasonable barrier to Access to Personal Health Information for the requestor, the Medicolegal Correspondent will waive the fee.
- 5.2.7** Review the Record to determine if there is any reason to refuse Access to the Personal Health Information. If Access is refused in whole or part:
  - Inform the Individual in writing as promptly as possible, but no later than thirty (30) days that the request for Access to Personal Health Information is being refused, and cite the specific reason for refusal as set out in section 4.8.
  - In the case of partial refusal, remove (sever) the identified portion of the Personal Health Information that cannot be examined or copied, and cite the specific reason for refusal as set out in section 4.8.
  - Inform the Individual in writing if the requested Personal Health Information does not exist or cannot be found.
  - Advise the Individual of their right to make a Complaint about the refusal to the Provincial Ombudsman.
  - Permit the Individual to examine or receive a copy of the remainder of the information.
- 5.2.8** Arrange a time to be present with the Individual to examine their Personal



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Health Information and/or provide a copy if requested, as promptly as possible but no later than thirty (30) days.

**5.2.9** Refer to the direct care provider in order to provide an explanation about any term, code, or abbreviation used in the Personal Health Information if requested within thirty (30) days.

**5.2.10** Retain a copy of the written request and the response in the Electronic Client Record that the Personal Health Information was examined and/or copy was provided to the Individual.

**5.2.11** Confirm in writing with the Individual how a copy of the Personal Health Information, if requested, will be made available to them.

**5.3** Information related to psychological tests and data:

**5.3.1** CCMB is not require to provide a copy of information related to psychological tests or data if both of the following conditions are met:

- The information concerns:
  - a. Procedure or techniques relating to psychological tests or assessments;
  - b. Details of psychological tests or assessments, or
  - c. Raw data from a psychological test or assessment.
- The provision of a copy of the information could reasonably be expected to prejudice the use or results of particular psychological tests or assessments.

**5.3.2** When making Personal Health Information related to a psychological test or data available for examination, CCMB may require a Health Care Professional to be present to provide an explanation of the information.

## **6.0 REFERENCES:**

**6.1** The Personal Health Information Act (Manitoba)  
<https://web2.gov.mb.ca/laws/statutes/ccsm/p033-5.php?lang=en>

**6.2** The Personal Health Information Regulation  
<https://web2.gov.mb.ca/laws/regs/current/pdf-regs.php?reg=245/97>

**6.3** WRHA Fee Schedule  
<https://home.sharedhealthmb.ca/files/privacy-fee-schedule.pdf>

**6.3** CCMB Policy 01.001 - Conflict of Interest

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#### 6.4 CCMB Policy 06.001 - Confidentiality of Personal Health Information

DOCUMENTATION	
<b>Document Location:</b> This document is located (hard and e-copy formats):	
1.	The original signed and approved document is on file in the Policy Office, CCMB.
2.	The e-copy is on file in the CCMB Governing Documents Library on SharePoint.

Revision History:				
Date	Version	Status	Author	Summary of Changes
18/02/1999	1	Initial		
22/01/2019	1	Minor Revision	HIS Manager	Change in policy title; updates and revisions made to align with WRHA policy of 2015
05/01/2022	1	Major Revision	HIS Resource Coordinator, Policy Office	Updates and revisions made to align with updated PHIA regulations and WRHA Policy of Jan 2022
08/09/2023	1	Minor Revision	Director, CCIM	Minor edits and formatting. Added Background.

Approvals Record: This Policy requires approval by:		
Date	Name / Title	Signature
08/09/2023	Brent Gibson, Chief of Corporate Services and Finance	<i>Signed by Brent Gibson</i>

FINAL APPROVAL:		
Date	Name / Title	Signature
08/09/2023	Dr. Sri Navaratnam President and CEO CancerCare Manitoba	<i>Signed by Dr. Sri Navaratnam</i>