

Caring for Your Information Notice to Our Patients and Residents

Collecting, using and sharing your personal information

When you are receiving care, treatment and services at Provincial Health Services Authority (PHSA), our staff and physicians will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to give us information about you (e.g. copies of records, medication information or test results).

Your information may be entered into our electronic health information systems to assist authorized persons in quickly accessing pertinent information wherever you may be receiving care or services.

We collect, use and share your personal information consistent with the [BC Freedom of Information and Protection of Privacy Act](#) ("FIPPA"). FIPPA and other legislations authorize us to use and share your personal information for these reasons:

- to identify you and keep in contact with you about your health care
- to assist with your ongoing care and support of care activities
- to help us plan, monitor, maintain and improve our care and services
- for education and training (e.g. medical students) and to conduct research with consent or as permitted by law
- to know your eligibility for benefits and services and to arrange medical services billing
- to enable parties (e.g. Ministry of Health Services, Canadian Institute of Health Information) to confirm your identity, conduct planning and improvement activities, measure performance and fund healthcare
- to analyze, manage and control disease outbreaks and monitor the overall health of people, and
- as required by law (e.g. court order, reportable conditions) and as authorized by privacy legislation.

Your health information will be provided to your referring physician, other authorized health care professionals and their support staff, or health care agencies and facilities involved in your care to support continuous and consistent care and service. In some cases, these health professionals may look up your health information in our electronic health information systems in order to provide you with direct or supporting services.

If you are a patient in the hospital or residential care, we will provide your family or close friends who phone and ask about you with information confirming your admission and location. If you do not wish us to release this information, please inform a staff member within Patient Registration or within your care area.

Questionnaire information collected via Memora Health

PHSA's Post-COVID-19 Interdisciplinary Clinical Care Network would like to ask you to complete the baseline and follow up questionnaires as part of your post-COVID-19 recovery journey. The results will help your Post COVID-19 Recovery Clinic to provide care to you. We only use the personal information you provide to us for purposes consistent with its collection.

Questionnaire data will be stored electronically in Memora Health's Mongo Database in a Google Cloud server in Montréal, Canada.

For more information on Memora Health, please visit: <https://www.memorahealth.com/legal/consent>

For more information

If you have any questions about this information, please contact PHSA's Information Access & Privacy Office at 1-855-229-9800 or email: privacyandfoi@phsa.ca