

How can I request my personal health record?

You or your authorized representative can request access to or copies of your health record by writing to the Health Record Department at the site where you received care. They will assist you in accessing the records you wish to see and are entitled to receive.

How long will it take to obtain copies of requested portions of my health record?

While FIPPA allows for up to 30 business days from receipt of your access request to provide you with your record, many requests can be fulfilled sooner than that time frame.

How can I request corrections to the information in my health record?

If you believe there is incorrect information in your health record, you can write to the Health Record Department at the site where you received care. They will work with you to address your concerns.

Will I have to pay for a copy of my health record?

Generally No, but you may be charged for special processing of your request, for example, requests for copies of the same information, courier fees, special delivery, or other special processing services.

Who do I contact if I have other questions about the protection of my personal information?

For more information or additional copies of this pamphlet, please contact:

The Fraser Health Information Privacy Office

Phone: 604 953 5015 loc 767070



**Information for Our
Patients / Residents/Clients**



Welcome to Fraser Health

While you are receiving care within our organization, staff, physicians and other authorized individuals will collect personal information from you. We collect, use and share this information under the authority of a variety of legislation within British Columbia, including the Hospital Act, Hospital Insurance Act, Health Authority Act, Freedom of Information and Protection of Privacy Act (FIPPA).

In some cases, your family, friends or a legally authorized representative may provide us with personal information about you or we may obtain copies of records from other health care organizations. We may also obtain information from other external sources (for example, copies of records, medication information or test results) or from the Ministry of Health (for example, to confirm your identity and personal health number [PHN]).

Fraser Health is ethically committed and legally required, to protect your personal information.

Thank you for entrusting your personal information to us. We are committed and legally bound by FIPPA to protect your privacy. That means we will treat your personal information confidentially; only use and share it for authorized purposes, and securely store and protect it. Our staff are trained in how to protect your privacy and keep your personal information confidential.

What is “personal information”?

This is any information that tells us who you are, including your legal name, address, phone number, PHN or other identification numbers and other identifying information such as your health information.

Who can look at, use and share my personal information?

Only authorized individuals who “need to know” your information in order to provide care and other care-related services, may look at your personal information. They may use and share it for the following care and care-related purposes:

- Your immediate, ongoing and future care and services
- Maintaining contact with you
- To assist us in improving the quality of your care and services
- Research (as authorized and permitted)
- Teaching and education (for example, training health professionals like physicians and nurses)
- To understand your eligibility for benefits, services and to arrange payment.

Your personal information may also be disclosed to other authorized individuals as required by law (for example to respond to a court order).

Confirmation of Your Admission to Hospital

If you are admitted to a hospital within our Health Authority, we will confirm your admission and location to people who phone and ask about you. If you don’t want us to release this information, please tell a staff member upon registration or within your care area.



Your Personal Health Record

Each time you receive care from a Fraser Health health professional (for example, visits to Emergency, inpatient hospital or residential care, home or community care treatments or public health visits), that contact with you is recorded in your Health Record. It may contain personal information and reports describing your symptoms, examination and test results, diagnoses, treatment, outcome of treatment and future care or treatment plans. Health records can be paper based, electronically generated or a combination of both.