

Your Personal Health Information

Access and Privacy Rights at our Location

Manitoba has a law called The Personal Health Information Act (PHIA) that gives you the right to access your personal health information, with limited exceptions. PHIA also requires that your information should be kept 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 healthcare history, the care that you are receiving and payment for your health care.

Your Right to Access Your Information

You have the right to see and get a copy of your personal health information held by your health care provider, health care facility, health services agency or public body, which are all considered "trustees" under PHIA. Under PHIA:

Trustees must respond as quickly as reasonably possible, and no later than:

- 24 hours if you are in a hospital and the information is about health care currently being provided to you as an in-patient.
- 72 hours if you are not in a hospital but are receiving care and the information you request is about your current care.
- 30 days in all other cases.

You can name another person in writing, such as a family member, to access your personal health information on your behalf; and

You can ask a trustee 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 allows trustees to collect and use your personal health information for certain purposes. While trustees are generally prohibited from sharing your personal health information, sometimes, we also share it with others inside and outside our organization when it is authorized under PHIA. For example, we may share your information to:

- provide you with health care;
- get payment for your care (for example, from private insurers);
- help with health system planning and research; or
- to make report as required by law.

Unless you say otherwise, a trustee can:

- share your personal health information with any doctor, nurse, or other healthcare provider who is providing you with care. These health care providers will only receive the information they need to treat you. 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 the 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 see, get a copy or ask for a correction of your personal health information that we hold; or if you want to make a complaint to the trustee about how your information is handled or learn more about your rights, please call:

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

Complaint to the Ombudsman

You have the right to make a complaint to the Manitoba Ombudsman. Manitoba Ombudsman is an independent office that receives and investigates complaints about an action or decision of a trustee relating to protecting your personal health information or correcting or accessing your own information.

To learn more about making a complaint to the Manitoba Ombudsman, visit ombudsman.mb.ca or call **1-800-665-0531**.

