

Privacy Policy

This policy outlines how we protect the privacy of your personal information and medical record. Everyone working at Three Cedars MD is required to adhere to the protections described in this policy. If you have any questions regarding our privacy practices, please contact your doctor or one of our staff.

NOTE: if you are speaking with one of our staff who are employed by Island Health (currently, this is our Health Management Nurse(s) and our Pharmacist), they also are required to adhere to the Island Health privacy policy, which can be found on [Island Health's website](#).

Collection, use and disclosure of personal information

Three Cedars MD collects the following personal information:

- Identification and contact information (name, address, date of birth, emergency contact, etc.);
- Billing information (provincial plan and/or private insurer);
- Health information (symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.).

When and to whom do we disclose personal information?

Implied consent for provision of care: By virtue of seeking care from us, your consent is implied (i.e., assumed) for your information to be used by Three Cedars MD staff to provide you with care, and to share with other providers involved in your care, including those who may be employed by Island Health.

Disclosure to other health care providers: Relevant health information is shared with other providers involved in your care, including (but not limited to) other physicians and specialists, pharmacists, lab technicians, nutritionists, physiotherapists, and occupational therapists.

Disclosures authorized by law: There are limited situations where we are legally required to disclose your personal information without your consent. These situations include (but are not limited to) billing provincial health plans, reporting infectious diseases and fitness to drive, or by court order.

Disclosures to all other parties: Your express consent is required before we will disclose your information to third parties for any purpose other than to provide you with care, or unless we are authorized to do so by law. Examples of disclosures to other parties requiring your express consent include (but are not limited to) third party medical examinations, provision of charts or chart summaries to insurance companies, or enrollment in research studies and trials.

Can I withdraw consent?

You can withdraw your consent to have your information shared with other health care providers or other parties at any time, except where the disclosure is authorized by law. However, please discuss this with your physician or other clinician first.

Patient rights

How do I access the personal information held by this office?

- You have the right to access your record in a timely manner. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff must be present to maintain the integrity of the record, and a reasonable fee may be charged for this access.
- Patient requests for access to the medical record can be made in writing.
- Certain information may be redacted from the record in order to protect the privacy of your care providers.
- In extremely limited circumstances you may be denied access to your records, but only if providing access would create a significant risk to you or to another person.

What if I feel my record is not accurate?

We make every effort to ensure that all of your information is recorded accurately. If an inaccuracy is identified, you can request that a note be made to reflect this on your file. Directly altering the information may not be possible as continuity must be maintained—i.e. if there were ever a complaint, because a decision was based on incorrect information, it must be clear as to what information was available at the time that decision was made.

Office safeguards

How long do we keep information?

We retain patient records as required by law and professional regulations.

How do we dispose of information when it is no longer required?

When information is no longer required, it is destroyed in a secure manner, according to set procedures that govern the storage and destruction of personal information.

Privacy questions

If you have questions about our Privacy Policy, Information Sharing, or how we can do better with regards to safeguarding your information, please contact our Privacy Officer:

Email	privacy@threecedars.ca
Fax	250-475-3530 Attention: Privacy Officer
Mail	Privacy Officer Three Cedars MD 2425 Bevan Avenue Sidney, BC V8L 4R5

Complaints process

If you believe that Three Cedars MD has not replied to your access request or has not handled your personal information in a reasonable manner, please address your concerns first with your clinician. You may also choose to make a complaint to:

- College of Physicians and Surgeons of BC
- College of Physical Therapists of BC
- College of Pharmacists of BC
- College of Registered Nurses of BC
- College of Licensed Practical Nurses
- Office of the Information and Privacy Commissioner of BC