



<p>Team Name: Health Information Services</p> <p>Team Lead: Regional Officer - Privacy &amp; Access</p> <p>Approved by: Regional Lead – Corporate Services &amp; Chief Financial Officer</p>	<p>Reference Number: ORG.1411.PL.104</p> <p>Program Area: Health Information Services</p> <p>Policy Section: Privacy &amp; Access</p>
<p>Issue Date: April 8 2015</p> <p>Review Date:</p> <p>Revision Date: January 28, 2022</p>	<p>Subject: Correction of Personal Health Information</p>

*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

\*\*Capitalized terms have a specific definition.

**POLICY SUBJECT:**

Correction of Personal Health Information

**PURPOSE:**

To enable individuals to request a correction to their Personal Health Information as set out under *The Personal Health Information Act (“PHIA”)*.

To outline a process to respond to requests to correct Personal Health Information

**BOARD POLICY REFERENCE:**

Executive Limitation (EL-2) Treatment of Clients

**POLICY:**

The Trustee shall facilitate the right of Individuals to request a correction to their Personal Health Information.

The Trustee shall respond as promptly as possible, but no later than 30 days after receiving the written request.

A Trustee shall not charge a fee in connection with a request for a correction to Personal Health Information.

Requests to correct Personal Health Information Recorded in a designated Psychiatric Facility pursuant to *The Mental Health Act* shall be processed in accordance with ORG.1411.PL.102 Access, Disclosure and Correction to the Clinical Record under *The Mental Health Act*.

**DEFINITIONS:**

See ORG.1411.PL.502.SD.01 PHIA Definitions

**PROCEDURE:**

1. Staff or Persons Associated with the Trustee who receive a request from an Individual for the correction of Personal Health Information shall:
  - 1.1. Refer the Individual to the Site/Program Privacy Officer or provide the Individual with the Privacy Officer's name, contact address and phone number in writing where applicable; or
  - 1.2. Forward the completed ORG.1411.PL.104.FORM.01 Request to Correct Personal Health Information form or written request to the Privacy Office/Advisor, where applicable;
  - 1.3. Document the action taken to facilitate an Individual's request for correction in the Individual's health Record, where applicable.
2. The Privacy Officer shall:
  - 2.1 Obtain the request in writing using the ORG.1411.PL.104.FORM.01 Request to Correct Personal Health Information form, or in a covering letter that includes the written request.
  - 2.2 Respond as promptly as possible, but no later than 30 days after receiving the written request.
  - 2.3 Consult with any of the following when considering the request for correction if there are any questions about the request:
    - Health Professionals who are or have provided Health Care to the Individual;
    - The person who documented the Personal Health Information in the Individual's health Record.
    - Administrative or managerial staff responsible for the service/discipline in question.

#### 2.4 Respond in one of four ways:

- Add the corrected information to the Record of the Personal Health Information in such a manner that it will be read with and form part of the Record or be adequately cross-referenced to it;
- Inform the Individual in writing if the information does not exist or cannot be found and advise them of their right to make a complaint to the Manitoba Ombudsman about the response;
- Inform the Individual in writing that the Trustee does not Maintain the Personal Health Information and provide them with the name and address of the Trustee who Maintains it;
- Inform the Individual in writing that the request is refused, in whole or in part, the reason for refusal and advise the Individual of their right to add a statement of disagreement to the Record, and, advise them of their right to make a complaint to the Manitoba Ombudsman about the response.

2.5 When a correction is made or a statement of disagreement is added, the Privacy Officer or designate shall notify any other Trustee or person to whom the Personal Health Information has been Disclosed within the past year.

2.6 The notice of correction or statement of disagreement shall be added to any Record of Personal Health Information Maintained by the Trustee.

#### **SUPPORTING DOCUMENTS:**

[ORG.1411.PL.104.FORM.01](#) Request to Correct Personal Health Information

[ORG.1411.PL.104.FORM.01.F](#) Request to Correct Personal Health Information French

#### **REFERENCES:**

*The Personal Health Information Act*

WRHA Correction of Personal Health Information Policy #10.40.080

[ORG.1411.PL.502.SD.01](#) PHIA Definitions