



# PHIA Basics for staff

## Protecting Personal Health Information

December 2019



# Introduction

In this course you will learn:

1. What PHIA is;
2. What the basic privacy rules are;
3. What rights individuals have;
4. How to properly protect personal health information; and
5. What to do if you think a privacy breach has occurred.



# Our Privacy Program

Insert information here about:

-who your privacy lead is

-what your privacy program is made up of (training, policies, practices, advice, auditing, investigations)



# 1. What is PHIA?

# 1. What is PHIA?

- › PHIA is the *Personal Health Information Act*
- › A provincial law that governs health custodians
- › Sets privacy rules
- › Sets information protection standards
- › Gives citizens the right to complain
- › Creates offences



2. What are the basic privacy rules?

# Custodians & Agents

- › Privacy rules apply to “custodians” and “agents”
- › Privacy rules apply to “personal health information”



# Personal Health Information

Personal health information means:

- › information about an individual
- › living or deceased
- › recorded or unrecorded
- › that relates to:
  - physical and mental health
  - eligibility for and provision of health care
  - registration information including health card number





# The basic privacy rules:

- › No collection, use or disclosure of personal health information unless:
  - The individual consents **and**
  - The collection, use or disclosure is reasonably necessary for a lawful purpose

**Or**

- The collection use or disclosure is permitted or required by law



# Three best practices:

## Best practice requirements:

- Non personal information first
- Minimum personal health information necessary
- Need to know





3. What rights do individuals have?



### 3. What rights do individuals have?

Right to a copy of PHI

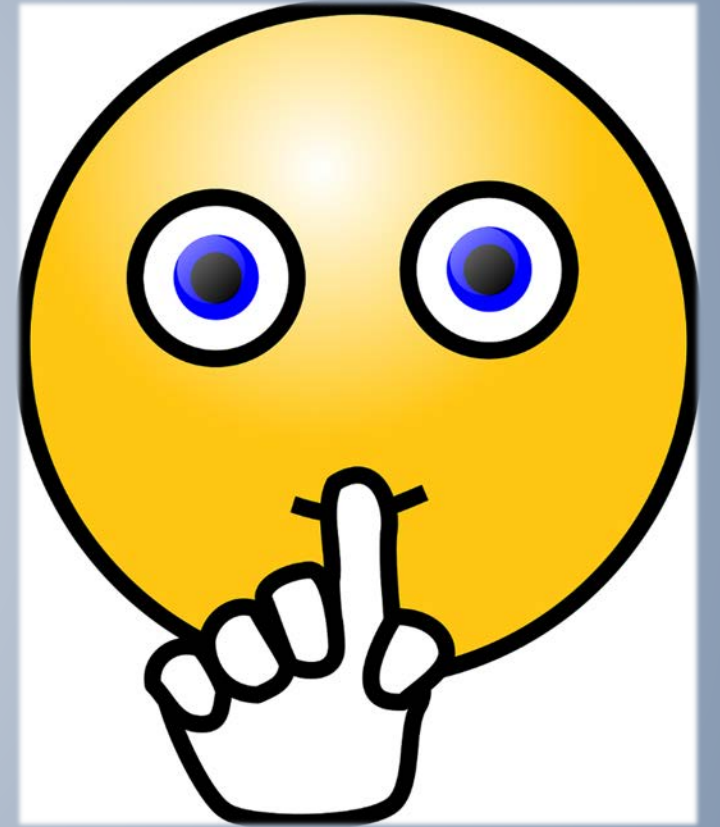
Right to record of user activity

Right to mask information

Right to complain

## Privacy rules for staff

- › Know the privacy rules that apply to your work
- › Use privacy impact assessments
- › Keep personal information secure





## 4. How to protect personal health information



- › Physical security
- › Technical security
- › Administrative security





QUIZ





## 5. Privacy Breaches

## WHAT IS A PRIVACY BREACH?

1. Must involve personal health information
2. Must be an unauthorized activity
  - collection
  - use
  - access
  - disclosure
  - destruction



# Examples of privacy breaches

- Stolen laptop or portable storage device with personal information stored on it
- Mis-sent fax or email
- System hack
- Insecure disposal of personal health information (e.g. clinical notes in non-secure garbage)
- Unauthorized viewing of database records (e.g. looking up your co-worker's birthday)



# Harder to spot breaches

1. Your daughter sat in your office while you completed a few patient chart entries.
2. You left those patient charts out on your desk overnight so you can get back to work on them in the morning.
3. You post work party pictures on Facebook.



# What to do if a privacy breach occurs

Step 1 – Contain the breach

Step 2 – Call the Chief Privacy Officer

Step 3 – Assist in the investigation as requested





Questions?