



Step 6 – Maintain Accuracy

Physicians must ensure that medical records are up-to-date and accurate. The privacy officer should develop procedures that will ensure information is collected and maintained accurately. For example,

- Forms can be designed and used to ensure all necessary personal information is collected.
- Questions can be asked on each patient visit to verify certain personal information.

Under PIPA, individuals have the right to request that their personal health information be corrected if they believe it is not accurate or complete. This right applies to correcting factual errors or omissions in the personal information of the requesting individual, and does not apply to opinions or the personal information of third parties. Individuals (or their legally authorized representative) may make a request for correction in writing (See [Form – Patient Request to Correct Personal Information](#)) and a practice must respond within 30 working days of receiving a request.

In order to make the correction, the practice must be satisfied on reasonable grounds that the correction should be made. If a correction is made, a copy of the amendment must be sent to each organization to which the inaccurate or incomplete information was disclosed within the past year. If no correction is made, the practice is required to annotate the information with the correction that was requested but denied, and reasons for not making the correction must be provided to the requesting individual. Requests for corrections to professional reports or expert opinions are usually annotated.

The privacy officer must educate staff on how to appropriately respond to such requests. If a patient is not satisfied with the outcome, he or she may request a review by the College of Physicians and Surgeons or take the matter to the Office of the Information and Privacy Commissioner (OIPC). For more information, see [Guidelines for Ensuring Accuracy of Medical Records and Responding to Patient Correction Requests](#).